



**AUHTORIZED FEDERAL ACQUISITION SERVICE  
INFORMATION TECHNOLOGY SCHEDULE PRICELIST  
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY  
EQUIPMENT, SOFTWARE AND SERVICES**

Special Item No. 132-8 Purchase of Equipment  
Special Item No. 132-12 Maintenance, Repair Service and Repair Parts/Spare Parts  
Special Item No. 132-51 Information Technology Professional Services

Note: Contractor has been awarded all Special Item Numbers under the Cooperative Purchasing and Disaster Recovery Programs.

**SIN 132-8 PURCHASE OF EQUIPMENT**

FSC Class 5805 – TELEPHONE AND TELLERGRAPH EQUIPMENT - Audio and Video Teleconferencing Equipment

**SIN 132-12 - MAINTENANCE OF EQUIPMENT, REPAIR SERVICE, AND REPAIR PARTS/SPARE PARTS**

FPDS Code J070 - Maintenance and Repair Service. Repair Parts/Spare Parts - See FSC Class for basic equipment maintenance

**SIN 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL 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 D316 IT Network Management Services  
FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified

- Note 1:** All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.
- Note 2:** Offerors and Agencies are advised that the Group 70 – Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.
- Note 3:** This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performance by the publisher or manufacturer or one of their authorized agents.

**SNAP, INC.**  
**4080 Lafayette Centre Drive, Suite 340**  
**Chantill, VA 20151**  
**Phone: (703) 393-6400 Fax: (703) 393-6600**  
**Internet Address: [www.snapinc.net](http://www.snapinc.net)**

**Contract Number: GS-35F-0788R**

**Period Covered by Contract: August 11, 2010 through August 10, 2020**  
Pricelist current through Modification #PS-0034, dated July 26, 2016



TABLE OF CONTENTS

ORDERING ACTIVITIES.....3

TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT (SPECIAL ITEM NUMBER 132-8).....5

TERMS AND CONDITIONS APPLICABLE TO MAINTENANCE, REPAIR SERVICE AND REPAIR PARTS/SPARE PARTS FOR GOVERNMENT-OWNED GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT (AFTER EXPIRATION OF GUARANTEE/WARRANTY PROVISIONS AND/OR WHEN REQUIRED SERVICE IS NOT COVERED BY GUARANTEE/WARRANTY PROVISIONS) AND FOR LEASED EQUIPMENT (SPECIAL ITEM NUMBER 132-12).....7

TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51).....10

LABOR CATEGORY DESCRIPTIONS.....16



## ORDERING INFORMATION:

**1a. Table of awarded Special Item Number (SIN):**

<b>SIN</b>	<b>Description</b>
132-8	Purchase of New Equipment
132-12	Maintenance of Equipment
132-51	Information Technology Professional Services

**1b. Lowest priced model:** See Pricing Attached

**1c. Professional Services Descriptions:** Refer to below awarded GSA Schedule Contract Labor Categories and Pricelist.

**2. Maximum Order:** \$500,000

**3. Minimum Order:** \$100

**4. Geographic coverage:** Domestic Delivery

**5. Point of production:** United States

**6. Discount from list prices:** Prices shown are NET prices; Basic Discounts have been deducted

**7. Quantity Discounts:** None

**8. Prompt payment terms:** 1%-10 Days, Net 30 Days

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

**9b. Government purchase cards are accepted at or above the micro-purchase threshold.**  
Contract contractor for limit.

**10. Foreign items:** Not applicable

**11a. Time of delivery:** SIN 132-8: 45-90 Days ARO SIN 132-51: As negotiated

**11b. Expedited delivery:** TBD at task order level

**11c. Overnight and 2 day delivery:** TBD at task order level

**11d. Urgent requirements:** TBD at task order level

**12. F.O.B. points:** Destination

**13a. Ordering Address:** SNAP, Inc.  
4080 Lafayette Center Drive, Suite 340  
Chantilly, VA 20151



- 13b. **Ordering procedures:** Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services.
- 14. **Payment address:** Same as ordering address
- 15. **Warranty provision:** Standard Commercial Warranty
- 16. **Export packing charges:** Not Applicable
- 17. **Terms and conditions of Government purchase card acceptance:** Government purchase cards accepted
- 18. **Terms and conditions of rental, maintenance and repair:** Standard Commercial
- 19. **Terms and conditions of installation:** Not Applicable
- 20. **Terms and conditions or repair parts:** Not Applicable
- 20a. **Terms and conditions for any other services:** Not Applicable
- 21. **List of service and distribution points:** Not Applicable
- 22. **List of participating dealers:** Not Applicable
- 23. **Preventative maintenance:** Not Applicable
- 24a. **Special attributes such as environmental attributes:** Not Applicable
- 24b. **Section 508 compliance:** Not Applicable
- 25. **Data universal Number System (DUNS) number:** 007805067
- 26. **Notification regarding registration in the SAM database.**  
SNAP, Inc. has an active registration in the SAM database.



**TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF  
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY NEW  
EQUIPMENT(SPECIAL ITEM NUMBER 132-8)**

**1. MATERIAL AND WORKMANSHIP**

All equipment furnished hereunder must satisfactorily perform the function for which it is intended.

**2. ORDER**

Written orders, EDI orders (GSA Advantage! and FACNET), credit card orders, and orders placed under blanket purchase agreements (BPA) agreements shall be the basis for purchase in accordance with the provisions of this contract. If time of delivery extends beyond the expiration date of the contract, the Contractor will be obligated to meet the delivery and installation date specified in the original order.

For credit card orders and BPAs, telephone orders are permissible.

**3. TRANSPORTATION OF EQUIPMENT**

FOB DESTINATION. Prices cover equipment delivery to destination, for any location within the geographic scope of this contract.

**4. INSTALLATION AND TECHNICAL SERVICES**

a. **INSTALLATION.** When the equipment provided under this contract is not normally self-installable, the Contractor's technical personnel shall be available to the ordering activity, at the ordering activity's location, to install the equipment and to train ordering activity personnel in the use and maintenance of the equipment. The charges, if any, for such services are listed below, or in the price schedule: Installation is included in the purchase price.

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

The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8.

c. **OPERATING AND MAINTENANCE MANUALS.** The Contractor shall furnish the ordering activity with one (1) copy of all operating and maintenance manuals which are normally provided with the equipment being purchased.



**5. INSPECTION/ACCEPTANCE**

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any equipment that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming equipment at no increase in contract price. The ordering activity must exercise its postacceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the item, unless the change is due to the defect in the item.

**6. WARRANTY**

- a. Unless specified otherwise in this contract, the Contractor's standard commercial warranty as stated in the contract's commercial pricelist will apply to this contract.
- b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.
- c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.
- d. If inspection and repair of defective equipment under this warranty will be performed at the Contractor's plant, the address is as follows:

**7. PURCHASE PRICE FOR ORDERED EQUIPMENT**

The purchase price that the ordering activity will be charged will be the ordering activity purchase price in effect at the time of order placement, or the ordering activity purchase price in effect on the installation date (or delivery date when installation is not applicable), whichever is less.

**8. RESPONSIBILITIES OF THE CONTRACTOR**

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City or otherwise) covering work of this character, and shall include all costs, if any, of such compliance in the prices quoted in this offer.

**9. TRADE-IN OF INFORMATION TECHNOLOGY EQUIPMENT**

When an ordering activity determines that Information Technology equipment will be replaced, the ordering activity shall follow the contracting policies and procedures in the Federal Acquisition Regulation (FAR), the policies and procedures regarding disposition of information technology excess personal property in the Federal Property Management Regulations (FPMR) (41 CFR 101-43.6), and the policies and procedures on exchange/sale contained in the FPMR (41 CFR part 101-46).



**TERMS AND CONDITIONS APPLICABLE TO MAINTENANCE, REPAIR SERVICE AND REPAIR PARTS/SPARE PARTS FOR GOVERNMENT-OWNED GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT, RADIO/TELEPHONE EQUIPMENT, (AFTER EXPIRATION OF GUARANTEE/WARRANTY PROVISIONS AND/OR WHEN REQUIRED SERVICE IS NOT COVERED BY GUARANTEE/WARRANTY PROVISIONS) AND FOR LEASED EQUIPMENT (SPECIAL ITEM NUMBER 132-12)**

**1. SERVICE AREAS**

- a. The maintenance and repair service rates listed herein are applicable to any ordering activity location within a 25 mile radius of the Contractor's service points. If any additional charge is to apply because of the greater distance from the Contractor's service locations, the mileage rate or other distance factor shall be negotiated at the Task Order level.

**2. MAINTENANCE ORDER**

- a. Agencies may use written orders, EDI orders, credit card orders, or BPAs, for ordering maintenance under this contract. The Contractor shall confirm orders within fifteen (15) calendar days from the date of receipt, except that confirmation of orders shall be considered automatic for renewals for maintenance (Special Item Number 132-12). Automatic acceptance of order renewals for maintenance service shall apply for machines which may have been discontinued from use for temporary periods of time not longer than 120 calendar days. If the order is not confirmed by the Contractor as prescribed by this paragraph, the order shall be considered to be confirmed by the Contractor.
- b. The Contractor shall honor orders for maintenance for the duration of the contract period or a lesser period of time, for the equipment shown in the pricelist. Maintenance service shall commence on a mutually agreed upon date, which will be written into the maintenance order. Maintenance orders shall not be made effective before the expiration of any applicable maintenance and parts guarantee/warranty period associated with the purchase of equipment. Orders for maintenance service shall not extend beyond the end of the contract period.
- c. Maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice, or shorter notice when agreed to by the Contractor; such notice to become effective thirty (30) calendar days from the date on the notification. However, the ordering activity may extend the original discontinuance date upon written notice to the Contractor, provided that such notice is furnished at least ten (10) calendar days prior to the original discontinuance date.
- d. Annual Funding. When annually appropriated funds are cited on a maintenance order, the period of maintenance shall automatically expire on September 30th of the contract period, or at the end of the contract period, whichever occurs first. Renewal of a maintenance order citing the new appropriation shall be required, if maintenance is to continue during any remainder of the contract period.
- e. Cross-year Funding Within Contract Period. Where an ordering activity's specific appropriation authority provides for funds in excess of a 12 month, fiscal year period, the ordering activity may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.



- f. Ordering activities should notify the Contractor in writing thirty (30) calendar days prior to the expiration of maintenance service, if maintenance is to be terminated at that time. Orders for continued maintenance will be required if maintenance is to be continued during the subsequent period.

### **3. SCOPE**

- a. The Contractor shall provide maintenance for all equipment listed herein, as requested by the ordering activity during the contract term. Repair service and repair parts/spare parts shall apply exclusively to the equipment types/models within the scope of this Information Technology Schedule.
- b. Equipment placed under maintenance service shall be in good operating condition.
  - (1) In order to determine that the equipment is in good operating condition, the equipment shall be subject to inspection by the Contractor, without charge to the ordering activity.
  - (2) Costs of any repairs performed for the purpose of placing the equipment in good operating condition shall be borne by the Contractor, if the equipment was under the Contractor's guarantee/warranty or maintenance responsibility prior to the effective date of the maintenance order.
  - (3) If the equipment was not under the Contractor's responsibility, the costs necessary to place the equipment in proper operating condition are to be borne by the ordering activity, in accordance with the provisions of Special Item Number 132-12 (or outside the scope of this contract).

### **4. RESPONSIBILITIES OF THE ORDERING ACTIVITY**

- a. Ordering activity personnel shall not perform maintenance or attempt repairs to equipment while such equipment is under the purview of a maintenance order, unless agreed to by the Contractor.
- b. Subject to security regulations, the ordering activity shall permit access to the equipment which is to be maintained or repaired.
- c. If the Ordering Activity desires a factory authorized/certified service personnel then this should be clearly stated in the task or delivery order.

### **5. RESPONSIBILITIES OF THE CONTRACTOR**

- a. For equipment not covered by a maintenance contract or warranty, the Contractor's repair service personnel shall complete repairs as soon as possible after notification by the ordering activity that service is required. Within the service areas, this repair service should normally be done within 4 hours after notification.
- b. If the Ordering Activity task or delivery order specifies a factory authorized/certified service personnel then the Contractor is obligated to provide such a factory authorized/certified service personnel for the equipment to be repaired or serviced, unless otherwise agreed to in advance between the Agency and the Contractor.





**6. INVOICE AND PAYMENTS**

a. Maintenance Service

- (1) Invoices for maintenance service shall be submitted by the Contractor on a quarterly or monthly basis, after the completion of such period. Maintenance charges must be paid in arrears (31 U.S.C. 3324). **PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.**
- (2) Payment for maintenance service of less than one month's duration shall be prorated at 1/30th of the monthly rate for each calendar day.



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

**\*\*\*NOTE:** *All non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately.*

**1. SCOPE**

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

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

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

**3. ORDER**

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

**4. PERFORMANCE OF SERVICES**

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

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

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

**6. INSPECTION OF SERVICES**

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

**7. RESPONSIBILITIES OF THE CONTRACTOR**

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

**8. RESPONSIBILITIES OF THE ORDERING ACTIVITY**

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



**9. INDEPENDENT CONTRACTOR**

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

**10. ORGANIZATIONAL CONFLICTS OF INTEREST**

a. Definitions.

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

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor. An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.

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

**11. INVOICES**

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

**12. PAYMENTS**

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

- a. The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
- b. The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—



- (1) The offeror;
- (2) Subcontractors; and/or
- (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

**13. RESUMES**

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

**14. INCIDENTAL SUPPORT COSTS**

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

**15. APPROVAL OF SUBCONTRACTS**

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

**16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING**

- a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.
- b. Pricing for all IT Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

<b>Labor Category Name</b>	<b>GSA Rate</b>
<b>Program Manager</b>	<b>\$120.77</b>
<b>Project Manager</b>	<b>\$98.23</b>
<b>Subject Matter Expert</b>	<b>\$98.23</b>
<b>Senior Comp Software Integration Analyst</b>	<b>\$75.97</b>
<b>Senior Computer Specialist</b>	<b>\$82.95</b>
<b>Computer Specialist</b>	<b>\$67.88</b>
<b>Financial Analyst</b>	<b>\$78.69</b>
<b>Senior Computer Systems Analyst</b>	<b>\$80.65</b>
<b>Junior Computer Systems Analyst</b>	<b>\$64.74</b>
<b>Telecom Systems Analyst</b>	<b>\$69.50</b>
<b>Applications Programmer</b>	<b>\$75.02</b>
<b>Computer Systems Programmer</b>	<b>\$75.56</b>
<b>Senior Computer Programmer</b>	<b>\$82.52</b>



<b>Junior Computer Programmer</b>	<b>\$63.48</b>
<b>Senior Information Engineer</b>	<b>\$76.53</b>
<b>Information Engineer</b>	<b>\$66.42</b>
<b>Data Base Manager</b>	<b>\$88.46</b>
<b>Data Base Management Specialist</b>	<b>\$74.81</b>
<b>Quality Assurance Manager</b>	<b>\$86.85</b>
<b>Quality Assurance Specialist</b>	<b>\$73.03</b>
<b>Senior Systems Engineer</b>	<b>\$80.63</b>
<b>Systems Engineer</b>	<b>\$72.26</b>
<b>Software Engineer</b>	<b>\$73.33</b>
<b>Senior Interdisciplinary Engineer</b>	<b>\$87.52</b>
<b>Interdisciplinary Engineer</b>	<b>\$74.72</b>
<b>Computer Operations Center Specialist</b>	<b>\$77.73</b>
<b>Computer Operations Research Analyst</b>	<b>\$57.19</b>
<b>Office Automation Specialist</b>	<b>\$55.83</b>
<b>Help Desk Manager</b>	<b>\$69.34</b>
<b>Help Desk Specialist</b>	<b>\$50.28</b>
<b>Senior Comp Security Sys Specialist</b>	<b>\$88.69</b>
<b>Comp Security Sys Specialist</b>	<b>\$81.78</b>
<b>Testing Specialist</b>	<b>\$65.44</b>
<b>Training Specialist/Instructor</b>	<b>\$110.65</b>
<b>Documentation Specialist</b>	<b>\$47.01</b>
<b>Research Analyst</b>	<b>\$40.07</b>
<b>Technical Writer/Editor</b>	<b>\$58.04</b>
<b>Project Control Specialist</b>	<b>\$60.64</b>
<b>Program Administration Specialist</b>	<b>\$60.93</b>
<b>Advanced Tech Senior Applications Developer</b>	<b>\$64.74</b>
<b>Advanced Tech Applications Developer</b>	<b>\$57.19</b>
<b>Internet/Intranet Site Developer</b>	<b>\$70.10</b>
<b>Internet/Intranet HTML Developer</b>	<b>\$66.97</b>
<b>Systems Design Architect</b>	<b>\$83.94</b>
<b>Systems Design Engineer</b>	<b>\$79.71</b>
<b>Systems Security Expert</b>	<b>\$91.55</b>
<b>Computer Systems Security Specialist</b>	<b>\$82.67</b>



<b>INFOSEC Engineer</b>	<b>\$82.11</b>
<b>Systems Security Research Analyst</b>	<b>\$37.58</b>
<b>Business Systems Analyst</b>	<b>\$135.57</b>
<b>Technical Expert</b>	<b>\$164.68</b>
<b>Senior Functional Expert</b>	<b>\$171.72</b>
<b>Senior Program Manager</b>	<b>\$227.30</b>
<b>Technical Expert, Level II</b>	<b>\$265.99</b>
<b>Senior Quality Assurance Specialist</b>	<b>\$183.78</b>
<b>Senior Software Engineer</b>	<b>\$217.63</b>
<b>Senior Systems Design Architect</b>	<b>\$241.81</b>



## LABOR CATEGORY DESCRIPTIONS

### **PROGRAM MANAGER**

**Education:** A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A Master's Degree is preferred. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

**General Experience:** Must have twelve (12) years of Automated Data Processing (ADP) experience, including at least eight (8) years of ADP management experience.

**Specialized Experience:** At least eight (8) years of direct supervision of ADP software development, integration, and maintenance projects. Must be capable of leading projects that involve the successful management of teams composed of data processing and other information management professionals who have been involved in analysis, design, integration, testing, documenting, converting, extending and implementing automated information.

**Duties:** Serve as the single point of contact for the contractor regarding this contract vehicle. Performs day-to-day management of overall contract support operations, possibly involving multiple projects and groups of personnel at multiple locations. Organizes, directs, and coordinates the planning and production of all contract support activities, including subcontractors. Develops work breakdown structures and prepares charts, tables, graphs, major milestone calendars and diagrams to assist in analyzing problems and making recommendations. Demonstrates writing and oral communications skills. Establishes and alters (as necessary) corporate management structure to direct effective contract support activities. Must be capable of negotiating and making binding decisions for the Contractor(s).

### **PROJECT MANAGER**

**Education:** A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A Master's Degree is preferred. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

**General Experience:** Must have ten (10) years of ADP experience, including at least five (5) years of ADP software management experience.

**Specialized Experience:** At least five (5) years of direct supervision of ADP software development, integration maintenance projects experience.

**Duties:** Performs day-to-day management of assigned delivery order projects that involve teams of data processing and other information systems/management professionals who have previously been involved in analyzing, designing, integrating, testing, documenting, converting, extending, and implementing automated information systems. Demonstrates proven skills in those technical areas addressed by the delivery order to be managed. Organizes, directs, and coordinates the planning and production of all activities associated with assigned delivery order projects.

Prepares and presents program level management products such as, work breakdown structures, charts, tables, graphs, major milestone calendars and diagrams to assist in analyzing problems and making recommendations.





### **SUBJECT MATTER EXPERT**

**Education:** A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A Master's Degree is preferred. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

**General Experience:** Must have twelve (12) years of experience in the ADP field.

**Specialized Experience:** At least eight (8) years of combined new and related older technical experience in the ADP field directly related to the required area of expertise.

**Duties:** Defines the problems and analyzes and develops plans and requirements in the subject matter area for moderately complex to complex systems. Coordinates and manages the preparation of analysis, evaluations, and recommendations for proper implementation of programs and systems specifications in the following specialties:

- a) Information Systems Architecture
- b) Automation
- c) Risk Management/Electronic Analysis
- d) Software (consisting of all commercially available software used under this contract for PCs, minis, and mainframes)
- e) Life-Cycle Management
- f) Software Development Methodologies
- g) Modeling and Simulation
- h) Graphics Processing
- i) Data Warehousing

### **SENIOR COMPUTER SOFTWARE/INTEGRATION ANALYST**

**Education:** A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A Master's Degree is preferred. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

**General Experience:** Must have eight (8) years of progressive working experience as a computer specialist or a computer systems analyst.

**Specialized Experience:** At least five (5) years of experience as a Computer Systems Analysts.

**Duties:** Must be knowledgeable in implementing computer systems in a phased approach of requirements analysis and conceptual design, site survey, system design review, critical design review, installation, integration, and testing. Must be knowledgeable in performing requirements analysis for a wide range of users in areas of office automation, and finance and accounting. Must be able to present system designs for user approval at formal reviews.

Must be capable of performing configuration management, software integration, interpreting software test results, and recommending solutions for unsatisfactory test results. Must be knowledgeable in life-cycle support, including maintenance, administration, and management. Must be able to provide solutions to identified software problem reports.



## **SENIOR COMPUTER SPECIALIST**

**Education:** A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field. A Master's Degree is preferred. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

**General Experience:** Must have 8 years of computer experience in at least two of the following disciplines:

system analysis, system programming, application programming, equipment analysis.

**Specialized Experience:** At least 5 years of experience either as a computer hardware or systems software specialist or as a systems analyst with duties relating to the evaluation of third and fourth generation of current state-of-the-art computer hardware and software and its ability to support specific requirements for hardware and software evaluation, system management, or large-scale system development and maintenance.

**Duties:** Must be able to determine costs for converting computer systems from one language or machine to another by using compilers, simulators, emulators, and/or language translators and to recommend better utilization of operating systems capabilities for improving system efficiency. Develops, manages, maintains, and evaluates current state-of-the-art computer hardware, software, and software development tools; evaluates their ability to support specific requirements and interface with other equipment and systems; determines potential and actual bottlenecks and proposes recommendations for their elimination; and makes recommendations for system improvements that will result in optimal hardware and software use.

## **COMPUTER SPECIALIST**

**Education:** A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

**General Experience:** Must have five (5) years of computer experience in at least two (2) of the following disciplines: systems analysis, systems programming, application programming, or equipment analysis.

**Specialized Experience:** At least three (3) years of experience as either a computer hardware and/or systems software specialist, or as a systems analyst with duties relating to the evaluation of third- and fourth- generation or state-of-the-art computer hardware and software and its ability to support specific requirements for systems management or large-scale system development and maintenance.

**Duties:** Must be able to determine costs for converting computer systems from one language or machine to another by utilizing compilers, simulators, emulators, and/or language translators and recommend better utilization of operating systems capabilities to improve system efficiency. Must be able to develop, manage, maintain, and evaluate state-of-the-art computer hardware, software, and software development tools; evaluate their ability to support specific requirements and interface with other equipment and systems; determine potential and actual bottlenecks; propose recommendations for their elimination; and make recommendations for systems improvements that will result in optimal hardware and software usage.



## **FINANCIAL ANALYST**

**Education:** A Bachelor's Degree from an accredited college or university with a major in Finance, Business, or other related technical discipline. A Master's Degree is preferred. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

**General Experience:** Must have five (5) years of financial management experience.

**Specialized Experience:** At least three (3) years of experience in financial management with demonstrated ability in analyzing, designing, and developing automated applications for unique business practices in a fee-for-service environment.

**Duties:** Must be able to clearly define government financial business practices and Electronic Commerce/Electronic Data Interchange (EC/EDI) opportunities, and incorporate the defined processes into an automated solution that includes relational databases and distributed systems for integration into the government financial business system. Identifies potential problems and solutions through analysis identifying recommended solutions. Must be able to work with functional specialists, automation specialists, Contractors, vendors, and customers to effectively automate the customer's requirements into an automated application. Acts as a focal point to coordinate all disciplines in the recommended solution. Must be able to communicate with both ADP and financial oriented individuals to document the flow, recommend opportunities, impact recommendations, and serve as the liaison among the financial specialist and automation specialist that do not have both disciplines. Must be able to apply state-of-the-art applications that will effectively automate financial applications in the most effective manner while adhering to the established Accounting Principles and Practices.

## **SENIOR COMPUTER SYSTEMS ANALYST**

**Education:** A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field. A Master's Degree is preferred. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

**General Experience:** Must have eight (8) years of computer experience working independently or under general direction on complex application problems involving all phases of systems analysis.

**Specialized Experience:** At least five (5) years of experience in analysis and design of business applications for complex large-scale or mid-tier computer systems, or LAN-based systems, to include experience in Database Management Systems (DBMS), and use of programming languages. Knowledge of current storage and retrieval methods and demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer programs.

**Duties:** 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. Must be able to coordinate with the 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 direction to support staff.



### **JUNIOR COMPUTER SYSTEMS ANALYST**

**Education:** A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

**General Experience:** Must have three (3) years of computer experience in assignments of a technical nature working under close supervision and direction.

**Specialized Experience:** At least one (1) year of experience in analyzing and programming applications on large-scale or mid-tier computers (or LAN-based) with a minimum of one (1) year of design and programming of moderately complex ADP systems.

**Duties:** Develops requirements for information systems from a project's inception to conclusion. Develops required specifications for simple to moderately complex systems. Assists senior computer systems analyst in preparing input and test data for the proposed system.

### **TELECOMMUNICATIONS SYSTEMS ANALYST**

**Education:** A Bachelor's Degree from an accredited college or university with a major in Telecommunications, Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A Master's Degree is preferred. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

**General Experience:** Must have five (5) years of experience in engineering, systems analysis, design and programming.

**Specialized Experience:** At least two (2) years of experience in functional and data requirement analysis, systems analysis and design, programming, program design of billing, trouble ticket management, service order entry, and/or configuration management systems supporting operations of large telecommunications support organizations.

**Duties:** Must be capable of planning, analysis, design, development, and maintenance of operations support systems used by telecommunications organizations. Must be capable of performing business systems planning, information planning, and analysis in support of telecommunications support functions, including billing, trouble ticket management, service order entry, and/or configuration management. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools. Provides technical guidance in software engineering techniques and automated support tools.

### **APPLICATIONS PROGRAMMER**

**Education:** A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field. A Master's Degree is preferred. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

**General Experience:** Must have five (5) years of computer experience in information systems design.

**Specialized Experience:** At least three (3) years of experience as an application programmer on large-scale DBMS, knowledge of computer equipment, and ability to develop complex software to satisfy design objectives.

**Duties:** Analyzes functional business applications and design specifications for functional areas such as finance, accounting, personnel, manpower, logistics, and Contracts. Develops block diagrams and logic flowcharts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers as required to ensure program deadlines are met.



### **COMPUTER SYSTEMS PROGRAMMER**

**Education:** A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field. A Master's Degree is preferred. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

**General Experience:** Must have five (5) years of computer experience in information systems design.

**Specialized Experience:** At least three (3) years of experience in ADP systems analysis and programming.

**Duties:** Create and/or maintain operating systems, communications software, database packages, compilers, repositories, and utility and assembler programs. Modify existing software and develop special-purpose software to ensure efficiency and integrity between systems and applications.

### **SENIOR COMPUTER PROGRAMMER**

**Education:** A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field. A Master's Degree is preferred. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

**General Experience:** Must have eight (8) years of programming experience in software development or maintenance.

**Specialized Experience:** At least five (5) years of experience in ADP systems analysis and programming.

**Duties:** Must be capable of utilizing third- and fourth-generation or current state-of-the-art ADP equipment and languages to develop and prepare diagrammatic plans for solution of business, management, communications, and strategic problems. Must be able to design detailed programs, flowcharts, and diagrams showing mathematical computations and sequence of machine operations necessary to copy and process data and print results. Must be able to verify the accuracy and completeness of programs and systems by preparing sample representative data and perform testing by means of cycle and system processing.

### **JUNIOR COMPUTER PROGRAMMER**

**Education:** A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

**General Experience:** Must have three (3) years of computer programming experience.

**Specialized Experience:** None.

**Duties:** Must be capable of translating detail program flowcharts into program-coded instructions used by third- and fourth-generation, or current state-of-the-art computers.



## **SENIOR INFORMATION ENGINEER**

**Education:** A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A Master's Degree is preferred. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

**General Experience:** Must have eight (8) years of experience in managing the implementation of information engineering projects and experience in systems analysis, design and programming using CASE and IE tools and methods.

**Specialized Experience:** At least five (5) years of experience in information systems development, functional and data requirement analysis, systems analysis and design, programming, program design, and documentation preparation.

**Duties:** Develops analytical and computational techniques and methodology for problem solutions. Performs process and data modeling in support of the planning and analysis efforts using manual and automated tools; such as Integrated Computer-Aided Software Engineering (I-CASE) tools. Must be able to apply reverse engineering and reengineering disciplines to develop migration strategic and planning documents. Provides technical guidance in software engineering techniques and automated support tools. Must be capable of applying business process improvement practices to modernization projects. Applies, as appropriate, activity and data modeling transaction flow analysis; internal control and risk analysis; modern business methods; and performance measurement techniques. Assists in establishing standards for information systems procedures. Develops and applies organization wide information models for use in designing and building integrated, shared software and DBMS.

## **INFORMATION ENGINEER**

**Education:** A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

**General Experience:** Must have five (5) years of experience in engineering, systems analysis, design, and programming.

**Specialized Experience:** At least two (2) years of experience in information systems development, functional and data requirement analysis, systems analysis and design, programming, program design, and documentation preparation.

**Duties:** Must be capable of applying a business wide set of disciplines for planning, analysis, design, construction, and maintenance of information systems on a business-wide basis or across a major sector of the business. Must be capable of performing business strategic systems planning, information planning, and analysis. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools, such as I-CASE tools. Must be able to apply reverse engineering and reengineering disciplines to develop migration strategic and planning documents. Provides technical guidance in software engineering techniques and automated support tools.



## **DATABASE MANAGER**

**Education:** A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field. A Master's Degree is preferred. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

**General Experience:** Must have seven (7) years of experience in the development and maintenance of database systems.

**Specialized Experience:** At least five (5) years of experience with database management systems, system design and analysis, operating systems software, and internal and data manipulation languages.

**Duties:** Must be capable of managing the development of database projects. Must be able to plan and budget staff and data resources. Supports application developers in planning preparation, load analysis, and backup and recovery of data. When necessary, reallocates resources to maximize benefits. Must be able to prepare and deliver presentations on DBMS concepts. Provides daily supervision and direction to support staff. Monitors performance and evaluates areas to improve efficiency.

## **DATABASE MANAGEMENT SPECIALIST**

**Education:** A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

**General Experience:** Must have six (6) years of experience in DBMS systems analysis and programming.

**Specialized Experience:** At least three (3) years of experience in using current DBMS technologies, application design utilizing various database management systems and experience with DBMS internals.

**Duties:** Must be capable of providing highly technical expertise and support in the use of DBMS. Must be able to evaluate and recommend available DBMS products to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications. Develops, implements, and maintains database back-up and recovery procedures for the processing environments, and ensures that data integrity, security, and recoverability are built into the DBMS applications.

## **QUALITY ASSURANCE MANAGER**

**Education:** A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A Master's Degree is preferred. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

**General Experience:** Must have six (6) years of experience in quality assurance and quality control.

**Specialized Experience:** At least three (3) years of experience in verification and validation, software testing and integration, software metrics, and their application to software quality assessment.

**Duties:** Must be capable of maintaining and establishing a process for evaluating software and associated documentation. Must be able to determine the resources required for quality control. Must be able to maintain the level of quality throughout the software life cycle. Develops software quality assurance plans. Conducts formal and informal reviews at predetermined points throughout the development life cycle.



### **QUALITY ASSURANCE SPECIALIST**

**Education:** A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

**General Experience:** Must have five (5) years of experience working with quality control methods and tools.

**Specialized Experience:** At least three (3) years of experience in verification and validation, software testing and integration, software metrics, and their application to software quality assessment, and a demonstrated knowledge of system and project life cycles.

**Duties:** Must be able to determine the resources required for quality control. Must be able to maintain the level of quality throughout the software life cycle. Develops software quality assurance plans. Must be capable of maintaining and establishing a process for evaluating software and associated documentation. Participates in formal and informal reviews at predetermined points throughout the development life cycle to determine quality. Examines and evaluates the SQA process and recommends enhancements and modifications. Develops quality standards.

### **SENIOR SYSTEMS ENGINEER**

**Education:** A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field. A Master's Degree is preferred. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

**General Experience:** Must have six (6) years of experience in systems engineering.

**Specialized Experience:** At least three (3) years of experience in the supervision of system engineers, and demonstrated use of interactive, interpretative systems with on-line, real-time acquisition capabilities.

**Duties:** Must be able to analyze information requirements. Must be able to evaluate problems in workflow, organization, and planning. Develops appropriate corrective action. Provides daily supervision and direction to staff.

### **SYSTEMS ENGINEER**

**Education:** A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

**General Experience:** Must have three (3) years of experience in systems engineering.

**Specialized Experience:** At least one (1) year of experience in analytical problem solving of workflow, organization and planning.

**Duties:** Must be capable of analyzing information requirements. Evaluates system problems of workflow, organization, and planning. Develops appropriate corrective action.





## **SOFTWARE ENGINEER**

**Education:** A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

**General Experience:** Must have three (3) years of experience as a software engineer.

**Specialized Experience:** At least two (2) years of experience working with Ada, SQL, or third/fourth generation languages in the design and implementation of systems and one (1) year working with DBMS.

**Duties:** Reviews and analyzes system specifications. Prepares programming specifications. Analyzes existing systems/subsystems for reusability benefits and needed changes. Prepares design plans and written analyses. Prepares unit and test scripts. Prepares documentation.

## **SENIOR INTERDISCIPLINARY ENGINEER**

**Education:** A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A Master's Degree is preferred. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

**General Experience:** Must have eight (8) years of experience in technical work in the major areas of system management and system integration.

**Specialized Experience:** At least five (5) years of experience in specialized ADP and telecommunications disciplines involving system interfaces, system integration and network development, and/or integration involving a wide range of network, hardware, and software solutions. At least 3 years in operating systems software, electronic communications analysis and design, networking, mechanical engineering or civil engineering.

**Duties:** Must have demonstrated ability to perform senior level engineering and/or ADP tasks in the disparate areas of software, electronics telecommunications, networking, mechanical or civil engineering. Must be capable of translating mission requirements and information problems into solutions employing current state-of-the-art information system equipment and software. Must be able to define interaction with and/or interface between these different categories of requirements and to develop the appropriate design to support these requirements while employing methodologies from any of the above disciplines as required. Must be able to serve as a liaison to interpret and translate among the various disciplines represented on the task team, and serve as a point of contact for evaluation of problems arising from the interdisciplinary nature of the task.



### **INTERDISCIPLINARY ENGINEER**

**Education:** A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

**General Experience:** Must have five (5) years of experience in technical work in the areas of system management and system integration.

**Specialized Experience:** At least three (3) years of experience in ADP disciplines involving operating systems software, electronics communications analysis and design, system interface, systems integration, and mechanical or civil engineering.

**Duties:** Must be capable of translating mission requirements and information problems into solutions employing current state-of-the-art information system equipment and software. Must be able to define interaction and interface among different categories of requirements, and develop appropriate design to support the requirements while employing ADP methodologies. Must be able to serve as a liaison to interpret and translate various disciplines represented on the task team, and serve as a point of contact for evaluation of problems arising from the interdisciplinary nature of the task.

### **COMPUTER OPERATIONS CENTER SPECIALIST**

**Education:** A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field. A Master's Degree is preferred. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

**General Experience:** This position requires a minimum of five (5) years of experience.

**Specialized Experience:** At least three (3) years of Specialized Experience working in a computer operations center. Ability to function in a multi-system and/or multi-application environment. Ability to operate and monitor multiple terminals. Knowledge of data processing operations, equipment, procedures, and workflow. Knowledge of environmental requirements of mainframes, servers and other hardware. Knowledge of emergency security procedures for a computer operations center.

**Duties:** Establishes detailed schedules for utilization of all equipment in the computer operations center to obtain maximum usage. Consults with personnel in other data processing sections to coordinate activities, and prepare activity and progress reports regarding the computer operations center. Evaluates production, equipment and personnel costs. Analyzes and interprets technical data processing data. Communicates technical data processing information effectively both orally and in writing. Applies applicable rules, regulations, policies and procedures of the computer operations center.

### **COMPUTER OPERATIONS RESEARCH ANALYST**

**Education:** A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field.

**General Experience:** A minimum of one (1) year of work experience in a business environment.

**Specialized Experience:** At least one (1) year of demonstrated experience working in a computer operations center. Ability to function in a multi-system and/or multi-application environment. Ability to follow complex oral and written instruction. Ability to operate and monitor multiple terminals.

**Duties:** Performs technical work in the operation of electronic computers and auxiliary peripheral equipment. Collates information into meaningful reports and presentation material. Maintains any technical information in a systems library. Applies principles and methods to obtain maximum utilization of computer equipment. Operate and care for electronic computer and peripheral equipment.



### **OFFICE AUTOMATION SPECIALIST**

**Education:** A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

**General Experience:** This position requires a minimum of five (5) years of experience.

**Specialized Experience:** At least three (3) years of Specialized Experience in the operation of specialized data entry equipment.

**Duties:** Specialized data entry work, operating specialized data entry equipment in a high production and closely monitored work environment. Responsible for key entering data from a variety of source documents with specific standards maintained for speed and accuracy.

### **HELP DESK MANAGER**

**Education:** A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field. A Master's Degree is preferred. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

**General Experience:** This position requires a minimum of seven (7) years of experience.

**Experience:** At least five (5) years of

**Specialized Experience:** includes management of help desks in a multi-server environment, comprehensive knowledge of PC operating systems (e.g., DOS, Windows), networking and mail standards, and supervision of help desk employees.

**General Experience:** includes information systems development, network and other work in the client/server field, or related fields. Demonstrated ability to communicate orally and in writing and to have a positive customer service attitude.

**Duties:** 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 other network services. Manages personnel who serve as the first point of contact for troubleshooting hardware and software PC and printer problems.

### **HELP DESK SPECIALIST**

**Education:** A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field.

**General Experience:** This position requires a minimum of four (4) years of experience.

**Specialized Experience:** At least five (5) years comprehensive knowledge of PC operating systems, e.g., DOS, Windows, as well as work on a help desk. General Experience includes information systems development, work in the client/server field, or related fields. Demonstrated ability to communicate orally and in writing and to have a positive customer service attitude.

**Duties:** Provides telephone and in-person support to users in the areas of directories, standard Windows desktop applications, and applications developed under this contract or predecessors. Serves as the initial point of contact for troubleshooting hardware/software PC and printer problems.



### **SENIOR COMPUTER SECURITY SYSTEMS SPECIALIST**

**Education:** A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A Master's Degree is preferred. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

**General Experience:** This position requires a minimum of eight (8) years of experience.

**Specialized Experience:** At least five (5) years of Specialized Experience in defining computer security requirements for high-level applications, evaluation of approved security product capabilities, and developing solutions to Multilevel Security (MLS) problems.

**Duties:** Analyzes and defines security requirements for MLS issues. Designs, develops, engineers, and implements solutions to MLS requirements. Responsible for the implementation and development of the MLS. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses, which also include risk assessment. Provides daily supervision and direction to staff.

### **COMPUTER SECURITY SYSTEMS SPECIALIST**

**Education:** A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or four (4) years of equivalent experience in a related field. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

**General Experience:** This position requires a minimum of six (6) years of experience.

**Specialized Experience:** At least four (4) years of Specialized Experience in defining computer security requirements for high-level applications, evaluation of approved security product capabilities, and developing solutions to Multilevel Security (MLS) problems.

**Duties:** Analyzes and defines security requirements for MLS issues. Designs, develops, engineers, and implements solutions to MLS requirements. Gathers and organizes technical information about an agency's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses, which also include risk assessment. Provides daily direction to staff.

### **TESTING SPECIALIST**

**Education:** A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field. A Master's Degree is preferred. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

**General Experience:** Must have 4 years of experience in computer software development.

**Specialized Experience:** At least 2 years of software testing experience (integration and acceptance).

**Duties:** Must be capable of designing and executing IT software tests and evaluating results to ensure compliance with applicable regulations. Must be able to prepare test scripts and all required test documentation. Must be able to design and prepare all needed test data. Analyzes internal security within systems. Reviews test results and evaluates for conformance to design.



### **TRAINING SPECIALIST/INSTRUCTOR**

**Education:** A Bachelor's Degree from an accredited college or university with a major in Education/Training in the areas of Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A Master's Degree is preferred. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

**General Experience:** Must have 4 years of experience in information systems development, training, or related fields.

**Specialized Experience:** At least 2 years of experience in developing and providing IT and end user training on computer hardware and application software.

**Duties:** Conducts the research necessary to develop and revise training courses and prepares appropriate training catalogs. Prepares all instructor materials (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.

### **DOCUMENTATION SPECIALIST**

**Education:** Associate's Degree in related field. A Bachelor's degree is preferred.

**General Experience:** Must have four (4) years of experience in technical writing and documentation experience pertaining to all aspects of ADP.

**Specialized Experience:** A minimum of two (2) years of experience in preparing technical documentation, which is to include researching for applicable standards.

**Duties:** Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel. For applications built to run in a Windows environment, uses the standard help compiler to prepare all on-line documentation.

### **RESEARCH ANALYST**

**Education:** High School Diploma or Associate's Degree in Business, or related field. A Bachelor's degree is preferred.

**General Experience:** A minimum of one (1) year of work experience in a business environment.

**Specialized Experience:** At least one (1) year of demonstrated experience word processing, using electronic spreadsheets and other administrative software products. General knowledge of governmental documents and procedures.

**Duties:** Analyzes existing and potential product and service information, prospective customers and markets. Collates information into meaningful reports and presentation material. Maintains any technical information in a systems library.

### **TECHNICAL WRITER/EDITOR**

**Education:** Associate's Degree in related field. A Bachelor's degree is preferred. **General Experience:** A minimum of five (5) years of experience in this area.

**Specialized Experience:** At least two (2) years of experience in editing documents, including technical documents.

**Duties:** Assists in collecting and organizing information for preparation of user manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user manuals, special reports, or any other customer deliverables and documents. Assists in performing financial and administrative functions. Must demonstrate the ability to work independently or under only general direction.



### **PROJECT CONTROL SPECIALIST**

**Education:** High School Diploma or equivalent. A Bachelor's degree is preferred.

**General Experience:** Must have three (3) years of experience working with monitoring systems. Familiar with manpower and resource planning, preparing financial reports and presentations, and cost reporting under government contract guidelines.

**Specialized Experience:** Preparation and analysis of financial statements, development of project schedules, using cost-accounting and labor-reporting systems, working knowledge of contract and subcontract management. Proficient in the use of spreadsheets and project management tools.

**Duties:** Monitors financial and/or administrative aspects of assigned Contracts and deliverables. Tracks and validates all client financial information, establishes and maintains master contract files, prepares and monitors status of all deliverables, tracks the value of Contracts, and reports payment of government fees. Updates task reports with funding information and prepares revenue projections for all active contract Master Task or Task Orders. Uses automated systems to track deliverables, financial transactions, and management information.

### **PROGRAM ADMINISTRATION SPECIALIST**

**Education:** High school diploma or equivalent. A Bachelor's degree is preferred.

**General Experience:** Must have three (3) years of experience working with project management tools and reporting systems. Familiar with government Contracts, work breakdown structures, management/business plans, and program reporting.

**Specialized Experience:** At least two (2) years of direct program experience in contract administration and preparing management reports. Has worked in support of a Program Manager on a government Contract.

**Duties:** Assists in the preparation of management plans and various customer reports. Coordinates schedules to facilitate the completion of task order and change proposals, contract deliverables, task order reviews, briefings and presentations, and IPR preparation. Performs analysis, development, and review of program administrative operating plans and procedures.

### **ADVANCED TECHNOLOGY SENIOR APPLICATION DEVELOPER**

**Education:** A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or five (5) years of equivalent experience in a related field. A Master's Degree is preferred. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

**General Experience:** Must have three (3) years of computer experience in at least two of the following disciplines: system analysis, system programming, application programming, and equipment analysis.

**Specialized Experience:** At least one (1) year of experience developing applications using advanced technologies, including Internet protocols or web-based technology. Technologies include HTML, CGI applications, PERL or JavaScript, and Java.

**Duties:** Must be able to translate applications requirements into web-based solutions using available technology. Must be able to apply new and emerging technologies to the software development process.



### **ADVANCED TECHNOLOGY APPLICATION DEVELOPER**

**Education:** A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

**General Experience:** Must have two (2) years of computer experience in at least two of the following disciplines: systems analysis, systems programming, application programming, and equipment analysis.

**Specialized Experience:** At least one (1) year of experience developing applications using advanced technologies, such as Internet protocols or web-based technology. Technologies include HTML, CGI applications, PERL or JavaScript, and Java.

**Duties:** Must be able to translate applications requirements into web-based solutions using available technology. Must be able to apply new and emerging technologies to the software development process.

### **INTERNET/INTRANET SITE DEVELOPER**

**Education:** A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

**General Experience:** Must have one (1) year of computer experience using Internet/intranet products, including Webserver and related products selection and administration.

**Specialized Experience:** At least one (1) year of experience building and installing web sites, including product selection, configuration, installation, maintenance, and site policy development. Experience developing web pages using HTML and associated scripting and graphics integration.

**Duties:** Must be able to translate applications requirements into the design of complex web sites, including integrating web pages and applications to serve either as standalone sites or as the front end to web-based applications. Must be able to apply new and emerging technologies to the site development process.

### **INTERNET/INTRANET HTML DEVELOPER**

**Education:** A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

**General Experience:** Must have one (1) year of computer experience in at least two of the following disciplines: HTML, JavaScript, GIF or JPG imaging, computer graphics, web page development.

**Specialized Experience:** At least one (1) year of experience developing web pages using HTML and associated scripting and graphics integration.

**Duties:** Must be able to translate applications requirements into web pages to serve either as stand-alone site elements or as the front end to web-based applications. Must be able to apply new and emerging technologies to the page development process.



### **SYSTEMS DESIGN ARCHITECT**

**Education:** A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A Master's Degree is preferred. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

**General Experience:** Must have six (6) years of experience planning, designing, building, and implementing mid-range IT systems.

**Specialized Experience:** At least four (4) years of experience developing application, development, network, and technical architectures for mid-range client/server and mainframe applications. Demonstrated ability to develop and execute architecture strategies and to perform feasibility studies and integration analyses. Experience supervising and providing guidance in implementing various mid-range architectures and supporting implementation of large-scale applications.

**Duties:** Must be able to lead team in developing application, development, network, and technical architectures for mid-range client/server and mainframe applications. Responsible for gathering and defining the architecture requirements and for ensuring that the architectures are compatible and in compliance with the appropriate IT organization and project standards.

### **SYSTEMS DESIGN ENGINEER**

**Education:** A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A Master's Degree is preferred. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

**General Experience:** Must have six (6) years of experience planning, designing, building, and implementing IT systems. Familiar with Capability Maturity Model compliant structured methodology.

**Specialized Experience:** At least four (4) years of experience analyzing user requirements and translating them into system designs using various design tools and techniques. Demonstrated ability to develop and execute system designs, ensure implementation of repeatable processes, and ensure compliance with CMM methodology.

**Duties:** Must be able to perform design of information systems, including the design of the application architecture, database, and interfaces. Responsible for gathering and analyzing user requirements and translating them into system designs.

### **SYSTEM SECURITY EXPERT**

**Education:** A Master's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

**General Experience:** This position requires a minimum of twelve (12) years of experience.

**Specialized Experience:** At least seven (7) years of highly Specialized Experience in one or more information, computer, or network security disciplines. These disciplines could include penetration testing, intrusion detection and audit analysis, public key infrastructure, cryptography, strong authentication, risk analysis, and multilevel security.

**Duties:** Possesses requisite knowledge and expertise so recognized in the professional community that the Government is able to qualify the individual as an expert in a specified field. Provides expert-level advice, analysis, and functional expertise to tasks. Demonstrates exceptional oral and written communication skills. Reviews requirements and task documentation for accuracy and applicability.





### **COMPUTER SYSTEM SECURITY SPECIALIST**

**Education:** A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A Master's Degree is preferred. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

**General Experience:** This position requires a minimum of eight (8) years of experience.

**Specialized Experience:** At least five (5) years of experience in defining computer security requirements for systems or high-level applications, evaluating approved security product capabilities, and developing proper computer system security solutions.

**Duties:** Analyzes and defines security requirements for computer systems, which may include mainframes, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Responsible for integration and implementation of the computer system security solution. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in computer security. Performs risk analyses of computer systems and applications during all phases of the system development life cycle.

### **INFOSEC ENGINEER**

**Education:** A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A Master's Degree is preferred. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

**General Experience:** This position requires a minimum of eight (8) years of experience.

**Specialized Experience:** At least five (5) years of experience in defining security programs or processes for the protection of sensitive or classified information.

**Duties:** Analyzes and defines security requirements for information protection. Defines and develops security policies. Analyzes the sensitivity of information, performs vulnerability and risk assessments on the basis of defined sensitivity and information flow.

### **SYSTEM SECURITY RESEARCH ANALYST**

**Education:** A Bachelor's degree from an accredited college or university in a related field or high school diploma with additional experience. A Bachelor's degree is preferred.

**General Experience:** This position requires no experience if a B.A. or B.S. Degree has been obtained. If only a high school diploma has been obtained, a minimum of two (2) years of experience is required.

**Specialized Experience:** If a B.A. or B.S. Degree has been obtained, a minimum of one (1) year of experience is required in researching information using technical documentation, library resources, and the Internet. Familiarity with MS-Office applications.

**Duties:** Gathers, analyzes, and composes technical information. Conducts research in one or more security disciplines and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel.



### **BUSINESS SYSTEMS ANALYST**

**Education:** A Bachelor's degree from an accredited college or university or equivalent experience. Four years of experience equivalent to BS/BA

**Experience:** This position requires a minimum of five (5) years of experience.

**Duties:** Performs functional and technical analysis, assessment, and development tasks. Formulates and defines systems scope and objectives through user needs and an understanding of business systems and industry requirements. Develops or modifies procedures to solve complex problems within information systems. Performs at an advanced technical level on all phases of analyzing business and user needs, documenting requirements, and translating into proper system requirement specifications.

### **TECHNICAL EXPERT**

**Education:** A Bachelor's degree from an accredited college or university or equivalent experience. Four years of experience equivalent to BS/BA

**Experience:** This position requires a minimum of five years of experience. Each postgraduate degree equivalent to up to three years of experience. Industry certifications such as database administrator (DBA) equivalent to two years of experience.

**Duties:** Provides expertise in application and systems software. Performs performance tuning. Undertakes analyses of complex hardware, software, and telecommunications issues. High degree of technical experience and performance. May have expertise in maintenance and engineering systems design, development, assessment, and analysis.

### **SENIOR FUNCTIONAL EXPERT**

**Education:** A Bachelor's degree from an accredited college or university or equivalent experience. Four years of experience equivalent to BS/BA

**Experience:** This position requires a minimum of seven years of experience. Each postgraduate degree equivalent to up to three years of experience.

**Duties:** Has substantial expertise in a specific functional area. May direct analyses of requirements for information systems. May direct the design of adaptations to software. May be knowledgeable in process analysis techniques such as flowcharting, process mapping, benchmarking, and activity-based costing. May have subject matter expertise in areas such as facilitation, organizational development, and change management. May have specific expertise in business or functional areas such as financial management, accounting, procurement, maintenance management system integration, maintenance engineering analysis, and maintenance management consulting. May have demonstrated experience in configuration management, maintenance planning, supply management, outfitting/fitting out, data management, training, or logistics/configuration information systems.



## **SENIOR PROGRAM MANAGER**

**Function Responsibility:** Serve as the single point of contact for the contractor regarding contracts, programs or projects. Performs day-to-day management of overall contract support operations, possibly involving multiple projects and groups of personnel at multiple locations. Organizes, directs, and coordinates the planning and production of all contract support activities, including subcontractors. Develops work breakdown structures and prepares charts, tables, graphs, major milestone calendars and diagrams to assist in analyzing problems and making recommendations. Demonstrates writing and oral communications skills. Establishes and alters (as necessary) corporate management structure to direct effective contract support activities. Must be capable of negotiating and making binding decisions for the Contractor(s).

**Minimum Education:** A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A Master's Degree is preferred. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

**Minimum Experience:** Must have twelve (12) years of professional experience, including at least ten (10) years of management experience. At least eight (8) years of direct supervision of programs and projects. Must be capable of leading projects that involve the successful management of teams composed of multiple professionals who are involved in high level, technical solutions.

## **TECHNICAL EXPERT, LEVEL II**

**Function Responsibility:** Provides expertise in application and systems software. Performs performance tuning. Undertakes analyses of complex hardware, software, and telecommunications issues. High degree of technical experience and performance. May have expertise in maintenance and engineering systems design, development, assessment, and analysis.

**Minimum Education:** A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A Master's Degree is preferred. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience. Industry certifications in the function/discipline for which they are serving as a Technical Expert for are preferred.

**Minimum Experience:** Must have a minimum of fifteen (15) years of experience. Each postgraduate degree equivalent to up to three years of experience. Must have a minimum of ten (10) years of specialized experience in the function/discipline for which they are serving as a Technical Expert for.



## **SENIOR QUALITY ASSURANCE SPECIALIST**

**Function Responsibility:** Must be able to determine the resources required for quality control. Must be able to maintain the level of quality throughout the software life cycle. Develops software quality assurance plans. Must be capable of maintaining and establishing a process for evaluating software and associated documentation. Participates in formal and informal reviews at predetermined points throughout the development life cycle to determine quality. Examines and evaluates the SQA process and recommends enhancements and modifications. Develops quality standards.

**Minimum Education:** A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A Master's Degree is preferred. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

**Minimum Experience:** Must have seven (7) years of experience working with quality control methods and tools. At least five (5) years of experience in verification and validation, software testing and integration, software metrics, and their application to software quality assessment, and a demonstrated knowledge of system and project life cycles.

## **SENIOR SOFTWARE ENGINEER**

**Function Responsibility:** Reviews and analyzes system specifications. Prepares programming specifications. Analyzes existing systems/subsystems for reusability benefits and needed changes. Prepares design plans and written analyses. Prepares unit and test scripts. Prepares documentation.

**Minimum Education:** A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

**Minimum Experience:** Must have eight (8) years of experience as a software engineer. At least six (6) years of experience working with various computer programming languages in the design and implementation of systems and four (4) years working with database management systems.



## **SENIOR SYSTEMS DESIGN ARCHITECT**

**Function Responsibility:** Must be able to lead team in developing application, development, network, and technical architectures for mid-range client/server and mainframe applications. Responsible for gathering and defining the architecture requirements and for ensuring that the architectures are compatible and in compliance with the appropriate IT organization and project standards.

**Minimum Education:** A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A Master's Degree is preferred. A Master's Degree in one of the above disciplines equals one year specialized and two years general experience.

**Minimum Experience:** Must have eight (8) years of experience planning, designing, building, and implementing mid-range IT systems. At least six (6) years of experience developing application, development, network, and technical architectures for mid-range client/server and mainframe applications. Demonstrated ability to develop and execute architecture strategies and to perform feasibility studies and integration analyses. Experience supervising and providing guidance in implementing various mid-range architectures and supporting implementation of large-scale applications.



**SNAP, INC.  
AUTHORIZED GSA SCHEDULE  
CONTRACT PRICING**

SIN	Part No.	Solution	GSA Price	Warranty	COO
132-8	System-1	<p>The SNAP team will design, provide and install a dual screen front projection display system for each of the basic instructor presentation systems. This system will be designed to support 24 students in each room. Basic (Small) Instructor Presentation System includes:</p> <ul style="list-style-type: none"> <li>• Two 3500 Lumen projectors               <ul style="list-style-type: none"> <li>• Projector mount</li> </ul> </li> <li>• Two recessed 120-inch diagonal motorized projection screens</li> <li>• Low voltage interface w/ 3 button switch               <ul style="list-style-type: none"> <li>• DVD/VCR combination player                   <ul style="list-style-type: none"> <li>• DVD/VCR rack mount</li> </ul> </li> </ul> </li> <li>• Interactive pen display, symposium               <ul style="list-style-type: none"> <li>• Switcher</li> <li>• Architectural Ifc.</li> </ul> </li> <li>• Four ceiling mounted speakers</li> <li>• 6-input Mic/Line Mixer/Amplifier 75 watts</li> <li>• Diversity UHF Receiver, Transmitter, WL51B Lavalier Wireless Mic               <ul style="list-style-type: none"> <li>• 12-inch wired gooseneck microphone                   <ul style="list-style-type: none"> <li>• Feedback Exterminator</li> </ul> </li> </ul> </li> <li>• 12-inch wired touch panel Crestron control system               <ul style="list-style-type: none"> <li>• Ethernet card</li> <li>• Power Supply</li> <li>• Equipment rack</li> </ul> </li> <li>• Miscellaneous cables and connectors</li> <li>• IT network and computers – equipment and installation</li> </ul>	<b>\$73,450.88</b>	<b>1 Year</b>	<b>US</b>
132-8	System-2	<p>The SNAP team will design, provide and install a dual screen front projection display system for each of the enhanced instructor presentation systems. This system will be designed to support 24 students in each room. Enhanced (Large) Instructor Presentation System</p> <ul style="list-style-type: none"> <li>• Two 3500 Lumen projectors               <ul style="list-style-type: none"> <li>• Projector mount</li> </ul> </li> <li>• Two recessed 120-inch diagonal motorized projection screens</li> <li>• Low voltage interface w/ 3 button switch               <ul style="list-style-type: none"> <li>• Interactive pen display, symposium</li> </ul> </li> </ul>	<b>\$190,428.21</b>	<b>1 Year</b>	<b>US</b>

		<ul style="list-style-type: none"> <li>• DVD/VCR combination player             <ul style="list-style-type: none"> <li>• DVD/VCR rack mount</li> </ul> </li> <li>• Switcher, media presentation matrix             <ul style="list-style-type: none"> <li>• Architectural Ifc.</li> </ul> </li> <li>• Four ceiling mounted speakers             <ul style="list-style-type: none"> <li>• 2 channel, 250 watt Amplifier</li> </ul> </li> <li>• Mixer, Digital, Matrix, Automatic, 16 x 12</li> <li>• Diversity UHF Receiver, Transmitter, WL51B Lavalier Wireless Mic</li> <li>• Fourteen 12-inch wired gooseneck microphone</li> <li>• 12-inch wired touch panel Crestron control system             <ul style="list-style-type: none"> <li>• Feedback Exterminator                 <ul style="list-style-type: none"> <li>• Divider/Combiner</li> <li>• Power Supply</li> <li>• Equipment rack</li> </ul> </li> </ul> </li> <li>• Miscellaneous cables and connectors             <ul style="list-style-type: none"> <li>• Ethernet card</li> </ul> </li> <li>• IT network and computers – equipment and installation             <ul style="list-style-type: none"> <li>• Video teletraining (VTT) ready</li> </ul> </li> <li>• Instructor management software and student assistance system</li> </ul>			
132-12	Maintenance	Annual Maintenance	<b>10% of GSA Price</b>	N/A	N/A