



**AUTHORIZED FEDERAL SUPPLY SERVICE  
INFORMATION TECHNOLOGY SCHEDULE PRICELIST  
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY  
EQUIPMENT, SOFTWARE AND SERVICES**

**SIN 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL 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.

**Business Size: SMALL, 8(a) Certified  
SkillStorm, Inc. d/b/a SGIS  
10105 Pacific Heights Blvd #260  
San Diego, CA 92121-4246  
(858) 551-9322  
[www.skillstorm.com](http://www.skillstorm.com)**

Contract Number: **GS-35F-0609S**

Period Covered by Contract: **8/31/2006 – 9/30/2011**

General Services Administration  
Federal Supply Service

Price list current through Modification: **PA10** dated **December 04, 2009**

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

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## INFORMATION FOR ORDERING ACTIVITIES APPLICABLE TO ALL SPECIAL ITEM NUMBERS

### **SPECIAL NOTICE TO AGENCIES: Small Business Participation**

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

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

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination. For orders exceeding the micropurchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

#### 1. Geographic Scope of Contract:

*Domestic delivery* is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

*Overseas delivery* is delivery to points outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories.

Offerors are requested to check one of the following boxes:

- The Geographic Scope of Contract will be domestic and overseas delivery.
- The Geographic Scope of Contract will be overseas delivery only.
- The Geographic Scope of Contract will be domestic delivery only.

#### 2. Contractor's Ordering Address and Payment Information:

**SkillStorm, Inc. d/b/a SGIS**  
**10105 Pacific Heights Blvd #260**  
**San Diego, CA 92121-4246**

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

The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance:  
**(858) 551-9322**

#### 3. LIABILITY FOR INJURY OR DAMAGE

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

4. Statistical Data for Government Ordering Office Completion of Standard Form 279:  
Block 9: G. Order/Modification Under Federal Schedule  
Block 16: Data Universal Numbering System (DUNS) Number: **112693358**  
Block 30: Type of Contractor - A. **Small Disadvantaged Business**  
Block 31: Woman-Owned Small Business - **No**  
Block 36: Contractor's Taxpayer Identification Number (TIN): **01-0685761**

4a. CAGE Code: **3CPX1**

4b. Contractor **has** registered with the Central Contractor Registration Database.

5. FOB Destination

#### 6. DELIVERY SCHEDULE

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

SPECIAL ITEM NUMBER

DELIVERY TIME (Days ARO)

**SIN 132-51**

**As agreed upon between the offeror and The Ordering Agency**

b. URGENT REQUIREMENTS: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

7. Discounts: Prices shown are NET Prices; Basic Discounts have been deducted.

- a. Prompt Payment: **0% - Net 30** days from receipt of invoice or date of acceptance, whichever is later.
- b. Quantity
- c. Dollar Volume
- d. Government Educational Institutions

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

e. Other

**All government agencies will receive the same discounts.**

8. Trade Agreements Act of 1979, as amended:

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

9. Statement Concerning Availability of Export Packing:

10. Small Requirements: The minimum dollar value of orders to be issued is **\$100.00**.

11. Maximum Order (All dollar amounts are exclusive of any discount for prompt payment.)

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

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

12. USE OF FEDERAL SUPPLY SERVICE INFORMATION TECHNOLOGY SCHEDULE CONTRACTS.

In accordance with FAR 8.404:

**[NOTE: Special ordering procedures have been established for Special Item Numbers (SINs) 132-51 IT Professional Services and 132-52 EC Services; refer to the terms and conditions for those SINs.]**

Orders placed pursuant to a Multiple Award Schedule (MAS), using the procedures in FAR 8.404, are considered to be issued pursuant to full and open competition. Therefore, when placing orders under Federal Supply Schedules, ordering activities need not seek further competition, synopsise the requirement, make a separate determination of fair and reasonable pricing, or consider small business set-asides in accordance with subpart 19.5. GSA has already determined the prices of items under schedule contracts to be fair and reasonable. By placing an order against a schedule using the procedures outlined below, the ordering activity has concluded that the order represents the best value and results in the lowest overall cost alternative (considering price, special features, administrative costs, etc.) to meet the ordering activity's needs.

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

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

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

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

Review additional Schedule Contractors'

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

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

(1) Offer a new lower price for this requirement (the Price Reductions clause is not applicable to orders placed over the maximum order in FAR 52.216-19 Order Limitations);

(2) Offer the lowest price available under the contract; or

(3) Decline the order (orders must be returned in accordance with FAR 52.216-19).

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

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

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

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

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

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

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

U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.

#### 14. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2001)

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

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

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

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

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

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

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

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

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

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

15. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES: Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See C.1.)

#### 16. GSA Advantage!

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

(1) Manufacturer;

- (2) Manufacturer's Part Number; and
- (3) Product categories.

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

#### 17. PURCHASE OF OPEN MARKET ITEMS

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. ODCs (Other Direct Costs) are not part of this contract and should be treated at open market purchases. Ordering Activities procuring open market items must follow FAR 8.401(d).

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) -- referred to as open market items -- to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, **only if-**

- (1) All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));
- (2) The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;
- (3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
- (4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

#### 18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

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

- (1) Time of delivery/installation quotations for individual orders;
- (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.
- (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

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

#### 19. OVERSEAS ACTIVITIES

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

##### **Outside the scope of this contract**

Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a

reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

## 20. BLANKET PURCHASE AGREEMENTS (BPAs)

Federal Acquisition Regulation (FAR) 13.303-1(a) defines Blanket Purchase Agreements (BPAs) as "...a simplified method of filling anticipated repetitive needs for supplies or services by establishing 'charge accounts' with qualified sources of supply." The use of Blanket Purchase Agreements under the Federal Supply Schedule Program is authorized in accordance with FAR 13.303-2(c)(3), which reads, in part, as follows:

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

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

## 21. CONTRACTOR TEAM ARRANGEMENTS

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

## 22. INSTALLATION, DEINSTALLATION, REINSTALLATION

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

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

## 23. SECTION 508 COMPLIANCE.

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following:

[www.sgis.com](http://www.sgis.com)

The EIT standard can be found at: [www.Section508.gov/](http://www.Section508.gov/).

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**24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.**

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order

(a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and

(b) The following statement:

This order is placed under written authorization from \_\_\_\_\_ dated \_\_\_\_\_. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

**25. INSURANCE—WORK ON A GOVERNMENT INSTALLATION (JAN 1997)(FAR 52.228-5)**

(a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.

(b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—

(1) For such period as the laws of the State in which this contract is to be performed prescribe; or

(2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.

(c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

**26. SOFTWARE INTEROPERABILITY.**

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

**27. ADVANCE PAYMENTS**

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

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

### 1. SCOPE

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

### 2. PERFORMANCE INCENTIVES

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

### 3. ORDERING PROCEDURES FOR SERVICES (REQUIRING A STATEMENT OF WORK) (G-FCI-920) (MAR 2003)

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

When ordering services over \$100,000, Department of Defense (DOD) ordering offices and non-DOD agencies placing orders on behalf of the DOD must follow the policies and procedures in the Defense Federal Acquisition Regulation Supplement (DFARS) 208.404-70 – Additional ordering procedures for services. When DFARS 208.404-70 is applicable and there is a conflict between the ordering procedures contained in this clause and the additional ordering procedures for services in DFARS 208.404-70, the DFARS procedures take precedence. GSA has determined that the prices for services contained in the contractor's price list applicable to this Schedule are fair and reasonable. However, the ordering activity using this contract is responsible for considering the level of effort and mix of labor proposed to perform a specific task being ordered and for making a determination that the total firm-fixed price or ceiling price is fair and reasonable.

(a) When ordering services, ordering activities shall—

(1) Prepare a Request (Request for Quote or other communication tool):

- (i) A statement of work (a performance-based statement of work is preferred) that outlines, at a minimum, the work to be performed, location of work, period of performance, deliverable schedule, applicable standards, acceptance criteria, and any special requirements (i.e., security clearances, travel, special knowledge, etc.) should be prepared.
- (ii) The request should include the statement of work and request the contractors to submit either a firm-fixed price or a ceiling price to provide the services outlined in the statement of work. A firm-fixed

price order shall be requested, unless the ordering activity makes a determination that it is not possible at the time of placing the order to estimate accurately the extent or duration of the work or to anticipate cost with any reasonable degree of confidence.

When such a determination is made, a labor hour or time-and-materials proposal may be requested. The firm-fixed price shall be based on the rates in the schedule contract and shall consider the mix of labor categories and level of effort required to perform the services described in the statement of work. The firm-fixed price of the order should also include any travel costs or other incidental costs related to performance of the services ordered, unless the order provides for reimbursement of travel costs at the rates provided in the Federal Travel or Joint Travel Regulations. A ceiling price must be established for labor-hour and time-and-materials orders.

(iii) The request may ask the contractors, if necessary or appropriate, to submit a project plan for performing the task, and information on the contractor's experience and/or past performance performing similar tasks.

(iv) The request shall notify the contractors what basis will be used for selecting the contractor to receive the order. The notice shall include the basis for determining whether the contractors are technically qualified and provide an explanation regarding the intended use of any experience and/or past performance information in determining technical qualification of responses. If consideration will be limited to schedule contractors who are small business concerns as permitted by paragraph (2) below, the request shall notify the contractors that will be the case.

(2) Transmit the Request to Contractors:

Based upon an initial evaluation of catalogs and price lists, the ordering activity should identify the contractors that appear to offer the best value (considering the scope of services offered, pricing and other factors such as contractors' locations, as appropriate) and transmit the request as follows:

NOTE: When buying IT professional services under SIN 132—51 ONLY, the ordering office, at its discretion, may limit consideration to those schedule contractors that are small business concerns. This limitation is not applicable when buying supplies and/or services under other SINS as well as SIN 132-51. The limitation may only be used when at least three (3) small businesses that appear to offer services that will meet the agency's needs are available, if the order is estimated to exceed the micro-purchase threshold.

(i) The request should be provided to at least three (3) contractors if the proposed order is estimated to exceed the micro-purchase threshold, but not exceed the maximum order threshold.

(ii) For proposed orders exceeding the maximum order threshold, the request should be provided to additional contractors that offer services that will meet the ordering activity's needs.

(iii) In addition, the request shall be provided to any contractor who specifically requests a copy of the request for the proposed order.

(iv) Ordering activities should strive to minimize the contractors' costs associated with responding to requests for quotes for specific orders. Requests should be tailored to the minimum level necessary for adequate evaluation and selection for order placement. Oral presentations should be considered, when possible.

(3) Evaluate Responses and Select the Contractor to Receive the Order:

After responses have been evaluated against the factors identified in the request, the order should be placed with the schedule contractor that represents the best value. (See FAR 8.404)

(b) The establishment of Federal Supply Schedule Blanket Purchase Agreements (BPAs) for recurring services is permitted when the procedures outlined herein are followed. All BPAs for services must define the services that may be ordered under the BPA, along with delivery or performance time frames, billing procedures, etc. The potential

volume of orders under BPAs, regardless of the size of individual orders, may offer the ordering activity the opportunity to secure volume discounts. When establishing BPAs, ordering activities shall—

(1) Inform contractors in the request (based on the ordering activity's requirement) if a single BPA or multiple BPAs will be established, and indicate the basis that will be used for selecting the contractors to be awarded the BPAs.

(i) **SINGLE BPA:** Generally, a single BPA should be established when the ordering activity can define the tasks to be ordered under the BPA and establish a firm-fixed price or ceiling price for individual tasks or services to be ordered. When this occurs, authorized users may place the order directly under the established BPA when the need for service arises. The schedule contractor that represents the best value should be awarded the BPA. (See FAR 8.404)

(ii) **MULTIPLE BPAs:** When the ordering activity determines multiple BPAs are needed to meet its requirements, the ordering activity should determine which contractors can meet any technical qualifications before establishing the BPAs. When establishing the BPAs, the procedures in (a)(2) above must be followed. The procedures at (a)(2) do not apply to orders issued under multiple BPAs. Authorized users must transmit the request for quote for an order to all BPA holders and then place the order with the Schedule contractor that represents the best value.

(2) **Review BPAs Periodically:** Such reviews shall be conducted at least annually. The purpose of the review is to determine whether the BPA still represents the best value. (See FAR 8.404)

(c) The ordering activity should give preference to small business concerns when two or more contractors can provide the services at the same firm-fixed price or ceiling price.

(d) When the ordering activity's requirement involves both products as well as executive, administrative and/or professional, services, the ordering activity should total the prices for the products and the firm-fixed price for the services and select the contractor that represents the best value. (See FAR 8.404)

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

#### 4. ORDER

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

#### 5. PERFORMANCE OF SERVICES

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

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

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

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

#### 6. 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.

#### 7. INSPECTION OF SERVICES

The Inspection of Services–Fixed Price (AUG 1996) (Deviation – May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and Labor-Hour (JAN 1986) (Deviation – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

#### 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. If the end product of a task order is software, then FAR 52.227-14 (Deviation – May 2003) Rights in Data – General, may apply.

## 9. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

## 10. INDEPENDENT CONTRACTOR

All IT/EC 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.

## 11. 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.

## 12. INVOICES

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

## 13. PAYMENTS

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

## 14. RESUMES

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

#### 15. 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.

#### 16. APPROVAL OF SUBCONTRACTS

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

#### 17. DESCRIPTION OF IT SERVICES AND PRICING

a. The Contractor shall provide a description of each type of **IT** Service offered under Special Item Number 132-51. **IT** 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** Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices.

The following is an example of the manner in which the description of a commercial job title should be presented:

EXAMPLE: Commercial Job Title: System Engineer

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

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

Minimum Education: Bachelor's Degree in Computer Science

## DESCRIPTION OF JOB TITLES AND RATES

SGIS is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the services have been provided below.

Labor Categories	Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4
Administrator I	N/A	N/A	\$ 42.17	\$ 43.65	\$ 45.17
Administrator II	N/A	N/A	\$ 56.62	\$ 58.60	\$ 60.65
Administrator III	N/A	N/A	\$ 84.50	\$ 87.46	\$ 90.52
Artist	\$ 76.08	\$ 76.08	\$ 78.74	\$ 81.50	\$ 84.35
Audio Visual Technician I	N/A	N/A	\$ 86.84	\$ 89.88	\$ 93.03
Audio Visual Technician II	N/A	N/A	\$106.71	\$110.44	\$114.31
Computer Operator IV	N/A	\$ 71.26	\$ 73.75	\$ 76.33	\$ 79.00
Computer Systems Analyst I	N/A	\$ 52.75	\$ 54.60	\$ 56.51	\$ 58.49
Computer Systems Analyst III	N/A	\$ 63.44	\$ 65.66	\$ 67.96	\$ 70.34
Configuration Management Analyst IV	N/A	\$ 91.69	\$ 94.90	\$ 98.22	\$101.66
Configuration Management Analyst V	N/A	\$ 96.12	\$ 99.48	\$102.96	\$106.57
Configuration Manager I	N/A	\$ 88.75	\$ 91.86	\$ 95.08	\$ 98.40
Configuration Manager II	N/A	\$ 91.69	\$ 94.90	\$ 98.22	\$101.66
Consultant II	N/A	\$ 94.98	\$ 98.30	\$101.74	\$105.30
Consultant III	N/A	\$ 99.13	\$102.60	\$106.19	\$109.91
Consultant IV	N/A	\$111.32	\$115.22	\$119.25	\$123.43
Consultant V	N/A	\$119.89	\$124.09	\$128.43	\$132.93
Deployment Specialist I	N/A	N/A	\$101.79	\$105.35	\$109.04
Desktop Support Specialist I	N/A	\$ 70.69	\$ 73.16	\$ 75.72	\$ 78.37
Desktop Support Specialist II	N/A	\$ 78.31	\$ 81.05	\$ 83.89	\$ 86.82
Developer	N/A	\$ 68.69	\$ 71.09	\$ 73.58	\$ 76.15
Digital Design Engineer	\$ 88.96	\$ 88.96	\$ 92.07	\$ 95.29	\$ 98.63
Electromechanical Designer	\$ 78.99	\$ 78.99	\$ 81.75	\$ 84.61	\$ 87.57
Engineer/Scientist IV	N/A	\$155.10	\$160.53	\$166.15	\$171.96
Help Desk Lead	N/A	\$ 47.22	\$ 48.87	\$ 50.58	\$ 52.35
Help Desk Technician	N/A	\$ 44.65	\$ 46.21	\$ 47.83	\$ 49.50
Information Systems Security Officer	\$ 89.24	\$ 89.24	\$ 92.36	\$ 95.59	\$ 98.94
Information Systems Security Officer IV	N/A	\$104.79	\$108.46	\$112.26	\$116.19
Information Systems Security Officer/Engineer III	N/A	\$ 96.84	\$100.23	\$103.74	\$107.37
IT Web & Multimedia	N/A	N/A	\$ 98.00	\$101.43	\$104.98
JAVA Developer	N/A	N/A	\$112.86	\$116.81	\$120.90
Junior Helpdesk Agent	\$ 22.71	\$ 22.71	\$ 23.50	\$ 24.32	\$ 25.17
Logistics Specialist	N/A	\$ 86.40	\$ 89.42	\$ 92.55	\$ 95.79
Lotus Notes Database Maintenance	N/A	\$ 86.40	\$ 89.42	\$ 92.55	\$ 95.79
Maintenance Technician	N/A	\$ 42.93	\$ 44.43	\$ 45.99	\$ 47.59

Labor Categories	Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4
Mechanical Designer	N/A	\$ 71.91	\$ 74.43	\$ 77.04	\$ 79.73
Mechanical Eng/Designer	N/A	\$ 93.27	\$ 96.53	\$ 99.91	\$103.41
Network Administrator	N/A	\$ 47.22	\$ 48.87	\$ 50.58	\$ 52.35
Network Engineer I	N/A	N/A	\$ 65.78	\$ 68.08	\$ 70.47
Network Engineer II	N/A	N/A	\$ 77.00	\$ 79.70	\$ 82.48
Network Engineer III	N/A	N/A	\$ 80.83	\$ 83.66	\$ 86.59
Product Engineer	\$ 83.57	\$ 83.57	\$ 86.49	\$ 89.52	\$ 92.65
Programmer	N/A	\$ 76.39	\$ 79.06	\$ 81.83	\$ 84.69
Project Formulation and Management Applications Consultant	\$ 73.50	\$ 73.50	\$ 86.46	\$ 89.49	\$ 92.62
Project Manager II	N/A	\$ 88.34	\$ 91.43	\$ 94.63	\$ 97.94
Project Manager III	N/A	\$ 98.36	\$101.80	\$105.36	\$109.05
Project Manager IV	N/A	N/A	\$131.75	\$136.36	\$141.13
Project Manager V	N/A	\$153.58	\$158.96	\$164.52	\$170.28
Project Scheduling, Planning and Analysis	\$ 78.62	\$ 78.62	\$ 81.37	\$ 84.22	\$ 87.17
RF Design Engineer	\$ 71.68	\$ 71.68	\$ 74.19	\$ 76.79	\$ 79.47
Scientific Programmer	\$ 57.90	\$ 57.90	\$ 59.93	\$ 62.03	\$ 64.20
Senior Analyst	N/A	N/A	\$106.71	\$110.44	\$114.31
Senior DBA	\$ 85.75	\$ 85.75	\$ 88.75	\$ 91.86	\$ 95.07
Senior DBA II	N/A	N/A	\$152.74	\$158.09	\$163.62
Senior Engineer	\$ 78.29	\$ 78.29	\$ 81.03	\$ 83.87	\$ 86.80
Senior Field Service Technician I	N/A	N/A	\$ 56.28	\$ 58.25	\$ 60.29
Senior Field Service Technician II	N/A	N/A	\$ 63.15	\$ 65.36	\$ 67.65
Senior Simulation SW Developer	\$100.70	\$100.70	\$104.22	\$107.87	\$111.64
Senior Software Developer	N/A	\$105.67	\$109.37	\$113.20	\$117.16
Senior System Engineering / Technician	N/A	N/A	\$ 83.37	\$ 86.29	\$ 89.31
Senior Technical Writer	\$ 69.40	\$ 69.40	\$ 71.83	\$ 74.34	\$ 76.95
Senior Test Engineer	\$ 79.44	\$ 79.44	\$ 82.22	\$ 85.10	\$ 88.08
Software Assurance Engineer	\$ 59.69	\$ 59.69	\$ 61.78	\$ 63.94	\$ 66.18
Software Developer	\$ 91.67	\$ 91.67	\$ 94.88	\$ 98.20	\$101.64
Software Engineer I	N/A	\$104.99	\$108.66	\$112.46	\$116.40
Software Engineer II	N/A	N/A	\$140.92	\$145.85	\$150.96
Sr. Stress Dynamics Engineer	N/A	\$157.49	\$163.00	\$168.71	\$174.61
Systems Administrator I	N/A	\$ 55.80	\$ 57.75	\$ 59.77	\$ 61.86
Systems Administrator II	N/A	\$ 64.60	\$ 66.86	\$ 69.20	\$ 71.62
Systems Administrator III	N/A	\$ 70.28	\$ 72.74	\$ 75.29	\$ 77.92
Systems Administrator IV	\$ 73.33	\$ 73.33	\$ 75.90	\$ 78.56	\$ 81.31
Systems Administrator V	N/A	\$ 86.40	\$ 89.42	\$ 92.55	\$ 95.79
Systems Administrator VI	N/A	\$ 93.97	\$ 97.26	\$100.66	\$104.19
Systems Engineer I	N/A	\$ 70.69	\$ 73.16	\$ 75.72	\$ 78.37

Labor Categories	Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4
Systems Engineer II	N/A	N/A	\$ 86.84	\$ 89.88	\$ 93.03
Systems Engineer III	N/A	\$105.30	\$108.99	\$112.80	\$116.75
Systems Engineer IV	N/A	N/A	\$139.41	\$144.29	\$149.34
Systems Engineer V	N/A	\$142.51	\$147.50	\$152.66	\$158.01
Task Manager	N/A	N/A	\$135.70	\$140.45	\$145.37
Technical Expert I	N/A	N/A	\$295.20	\$305.53	\$316.23
Telecommunications Mechanic II	N/A	\$ 36.59	\$ 37.87	\$ 39.20	\$ 40.57
Training Instructor/Developer I	N/A	N/A	\$ 91.77	\$ 94.98	\$ 98.31
Training Instructor/Developer II	N/A	N/A	\$ 99.85	\$103.34	\$106.96
Training Instructor/Developer III	N/A	N/A	\$132.61	\$137.25	\$142.06
UNIX System Administrator I	N/A	\$ 80.27	\$ 83.08	\$ 85.99	\$ 89.00
UNIX System Administrator II	N/A	\$ 88.75	\$ 91.86	\$ 95.08	\$ 98.40
UNIX System Administrator III	N/A	\$ 94.76	\$ 98.08	\$101.51	\$105.07
UNIX System Administrator IV	N/A	\$102.65	\$106.24	\$109.96	\$113.81
VTC Bridge Services	N/A	\$ 48.99	\$ 50.70	\$ 52.47	\$ 54.31
VTC Lead	N/A	\$ 62.27	\$ 64.45	\$ 66.71	\$ 69.04
Web Developer	\$ 31.96	\$ 31.96	\$ 33.08	\$ 34.24	\$ 35.44
Web Engineer	N/A	\$ 94.76	\$ 98.08	\$101.51	\$105.07
Windows Administrator	N/A	\$141.88	\$146.85	\$151.99	\$157.31
Web Master I	N/A	N/A	\$ 56.36	\$ 58.33	\$ 60.37
Web Master II	N/A	N/A	\$ 94.25	\$ 97.55	\$100.96

### Administrator I

**Functional Responsibilities:** Perform duties to provide a wide range of administrative, secretarial, and clerical support services related to assigned program.

**Experience:** 1-2 years of related administrative, clerical, reporting, coordination, communications, and computer skills training.

**Education:** HS Diploma.

### Administrator II

**Functional Responsibilities:** Perform duties to provide a wide range of administrative, secretarial, and clerical support services related to assigned program.

**Experience:** 3-5 years of related administrative, clerical, reporting, coordination, communications, and computer skills training.

**Education:** HS Diploma.

### Administrator III

**Functional Responsibilities:** Perform duties to provide a wide range of administrative, secretarial, and clerical support services related to assigned program.

**Experience:** 6+ years of related administrative, clerical, reporting, coordination, communications, and computer skills training.

**Education:** BA/BS degree or equivalent experience.

### Artist

**Functional Responsibilities:** Participates in the design, layout, and production of brochures, pamphlets, briefings, displays, and other materials; makes recommendations on methods and materials; assist in the creation of overhead presentations, including graphics, charts, photos, and clip-art; creates displays to represent certain accomplishments to be highlighted; creates other graphic materials at client request, including scanned documents, photography, or signs; determines style, size and arrangement of type and illustrations; may participate in the design and creation of videos using computer and video equipment and cameras; may work from rough sketches, engineering drawings or other documentation; may exercise creative judgment by translating needs into graphics capabilities; uses various computer graphics software programs.

**Experience:** 8 years experience in computer graphics or equivalent. Must have demonstrable computer-graphic artwork skills. Must have extensive experience using Adobe Photoshop. Quick turn-around without compromising quality is essential. Candidate must be able to create computer-generated stereo 3D images. Excellent communication skills and ability to work closely with top managers.

**Education:** BA/ BS degree in Arts or equivalent degree.

### Audio Visual Technician I

**Functional Responsibilities:** Provide audio-visual support in filming, editing, sound, lighting and/or equipment repair.

**Experience:** 2 years related experience.

**Education:** HS Diploma.

### Audio Visual Technician II

**Functional Responsibilities:** Provide audio-visual support in filming, editing, sound, lighting, and/or equipment repair.

**Experience:** 4 years related education and/or experience.

**Education:** HS Diploma.

### Computer Operator IV

**Functional Responsibilities:** Installs, tests, troubleshoots programs, maintains, and repairs digital switching equipment, attendant consoles, power and ringing relay racks, miscellaneous telephone, radio, fire alarms, intrusion alarms, and computer data circuits and related apparatus required in the central switching office. Analyzes system failures and other unusual system occurrences to isolate the source of the problem and determine whether the failure is caused by software, hardware, or other factors. Maintain manual and/or computerized central office records, including detail records, traffic analysis records, cable records, line records, subscriber service records and spare parts inventories.

**Experience:** 6 years of progressive experience in computer systems operations. Five (5) years of practical experience in data entry and formatting via common productivity tools such as the Microsoft Office Suite. Capable of typing at a rate of 40 words per minute

**Education:** HS Diploma or GED

### Computer System Analyst I

**Functional Responsibilities:** Applies systems analysis and design skills in an area such as a record keeping or scientific operation. A system of several varied sequences or formats is usually developed, e.g., develops systems for maintaining depositor accounts in a bank, maintaining accounts receivable in a retail establishment, maintaining inventory accounts in a manufacturing or wholesale establishment, or processing a limited problem in a scientific project. Requires competence in most phases of system analysis and knowledge of pertinent system software and computer equipment and of the work processes, applicable regulations, work load, and practices of the assigned subject-matter area. Recognizes probable interactions of related computer systems and predicts impact of a change in assigned system.

**Experience:** 2 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals.

**Education:** AA degree or equivalent degree

### Computer Systems Analyst III

**Functional Responsibilities:** Applies systems analysis and design techniques to complex computer systems in a broad area such as manufacturing; finance management; engineering, accounting, or statistics; logistics planning; material management, etc. Produces innovative solutions for a variety of complex problems. Maintains and modifies complex systems or develops new subsystems such as an integrated production scheduling, inventory control, cost analysis, or sales analysis record in which every item of each type is automatically processed through the full system of records. Guides users in formulating requirements; advises on alternatives and on the implications of new or revised data processing systems; analyzes resulting user project proposals, identifies omissions and errors in requirements and conducts feasibility studies; recommends optimum approach and develops system design for approved projects. Interprets information and informally arbitrates between system users when conflicts exist. May serve as lead analyst in a design subgroup, directing and integrating the work of one or two lower level analysts, each responsible for several programs.

**Experience:** 5 years of experience in the field or in a related area. Requires competence in all phases of systems analysis techniques, concepts, and methods and knowledge of available system software, computer equipment, and the regulations, structure, techniques, and management practices of one or more subject-matter areas.

**Education:** BA/BS degree in Technical field.

### Configuration Management Analyst IV

**Functional Responsibilities:** Support revision control of all software and hardware configuration items, perform configuration audits and software installations as required. Documentation reviews relating to software and hardware installations. Technical POC for day-to-day activities related to specific systems. Organize workflow and resources with the CM Branch Chief. Identify the COTS, GOTS, firmware, custom SW and documentation (CIs) for each system. Configuration Change Control, Configuration Status Accounting, and Configuration Audits. External audits will require interfacing with a Field Service Representatives/Trusted Agent on a non-interference basis with production needs. Software Installations - Assisting the system administrator with the planning and installation of custom software releases and upgrades.

**Experience:** 3 years minimum experience in a related computer administration or software configuration management function.

**Education:** BA in a business discipline or BS in a technical discipline.

### Configuration Management Analyst V

**Functional Responsibilities:** Support revision control of all software and hardware configuration items; perform configuration audits and software installations as required. Documentation reviews relating to software and hardware installations. Customer interface required. Technical point of contact for day-to-day activities related to

specific systems. Organize workflow and resources with the CM Branch Chief. Configuration Identification (CI) - Identify the COTS, GOTS, firmware, custom SW and documentation (CIs) for each system. Perform Configuration Change Control, Configuration Status Accounting, Configuration Audits, Software Installations, and Coordinate multi-site activities and various other daily activities as tasked by the Dept. Manager or Branch Chief.

**Experience:** 5 years minimum experience in a related computer administration or software configuration management function.

**Education:** BA in a business discipline or BS in a technical discipline.

### Configuration Manager I

**Functional Responsibilities:** Guarantees integrity of software, hardware, and COTS. Oversee all CM site activities. Supports CM personnel in installation and audit coordination activities, works with other CM Branch Chiefs, track planned installs, keep CM team informed of TS activities. Represent CM staff at meetings, when needed. Configuration Management Board (CMB) interface, as needed. Manage site CM transition activities. Attend transition team meetings as necessary. Provides primary POC for CM related activities for site.

**Experience:** 2 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals.

**Education:** BA/BS degree in a technical discipline is preferred.

### Configuration Manager II

**Functional Responsibilities:** Provides functional support to existing baseline systems. Work entails maintaining the existing systems baseline, monitoring and analyzing segment performance metrics, and reviewing and maintaining system documentation. Position also includes involvement with technology insertion on the above mentioned systems and routine communication with web managers.

**Experience:** 2 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals.

**Education:** BA/BS degree in systems engineering or other related technical discipline or equivalent experience.

### Consultant II

**Functional Responsibilities:** Limited to full use and/or application of standard principles, theories, concepts, and techniques; provide solutions to a variety of problems of limited scope; supervision can be close or general while following established procedures; erroneous decisions may cause delays in program schedules but generally can be overcome without serious effects; contact is primarily intra-organizational with infrequent inter-organizational and outside customer contacts.

**Experience:** 1-2 years experience

**Education:** Typically an advanced degree

### Consultant III

**Functional Responsibilities:** Wide application of principles, theories, and concepts in their field and provides solutions to wide range of difficult problems with imaginative and thorough solutions; work under general supervision, results are reviewed upon completion for adequacy in meeting objectives; erroneous decisions or failure to achieve results normally causes serious program delays and considerable expenditure of resources; frequent internal and external customer contacts and represents the organization in providing solutions to difficult technical problems related to specific projects.

**Experience:** 5+ years experience.

**Education:** Typically an advanced degree.

### Consultant IV

**Functional Responsibilities:** Applies extensive expertise as a generalist or specialist; solves complex problems that require the regular use of ingenuity and creativity; work is performed without appreciable direction and is reviewed for desired results from a relatively long time perspective; erroneous decisions would normally result in failure to achieve critical organizational objectives; may function in project leadership roles and represents the organization as prime customer contact on significant technical matters on contracts.

**Experience:** 9+ years experience.

**Education:** Typically an advanced degree.

### Consultant V

**Functional Responsibilities:** Apply advanced concepts, theories, and principles, contributes toward development of new principles and concepts; works unusually complex problems with consultative direction rather than formal supervision; erroneous decisions would normally result in failure to achieve goals critical to major organizational objectives and damage the image of the organization's technological capability; advises top management and customers on advanced technical research studies/applications; managerial/leadership experience or necessary skills.

**Experience:** 14+ years experience.

**Education:** BA/BS degree.

### Deployment Specialist I

**Functional Responsibilities:** Provide deployment, installation, modifications, repairs and training & support on computer systems, hardware & software on-site for designated customer. Position covers a variety of tasks for end users including on-site support. Provide systems maintenance support including troubleshooting, problem analyses and assessments for hardware and software systems and assigned projects. Develop, test and implement computer programs. Make recommendations to new end users regarding methods and approaches for using new hardware and software. Assure proper, clear, concise and complete technical guidance for use by technical installers and trainers. At higher levels will project manage customer deployments by assigning personnel and leading team. Must also be familiar with fielded applications design and operation to conduct user training. Communications - knowledgeable in the communications requirements of applications which include TCP/IP connectivity between the client and server. Also requires the ability to install, configure, and maintain various communications configurations such as modem or LAN connections between the client and server components. Act as liaison between the end user and the manufacturer. This includes packaging and tracking all required equipment returns to the manufacturer. Assist with the installation of systems at end-user locations.

**Experience:** 4+ years technical experience.

**Education:** BA/BS degree, preferably in Information Technology or Computer Science.

### Desktop Support Specialist I

**Functional Responsibilities:** Provide for desktop system moves, adds and changes as well as customer support to standard Windows based desktop computers and their operators. Perform hardware and software installation, system configurations, and upgrades of user workstations. Performs functions necessary to prepare desktop equipment for moves and changes. Performs adds, deletes, and changes for desktop systems. Responds to service queue for tasking in accordance to established guidelines. Provides end-user application support. Installs and configures desktops and peripheral equipment to include printers.

**Experience:** 2 years experience (1 year specialized experience in desktop support and installation).

**Education:** BA/BS of Science in CS, IS or other related technical discipline or equivalent experience.

### Desktop Support Specialist II

**Functional Responsibilities:** Provides system administration, maintenance, and customer support to standard Windows based desktop computers and their operators. Specific duties include supporting the various customers, troubleshooting and resolving user problems, installation, configuration, maintenance, and deployment of Windows 2000/XP based workstations, diagnostic, isolation of system hardware problems and troubleshooting and repair of software application problems. Support to specific GOTS products in a production based environment.

**Experience:** 3 years experience (1 year specialized experience in systems administration).

**Education:** BA/BS of Science in CS, IS or other related technical discipline or equivalent experience.

### Developer

**Functional Responsibilities:** Develop Client/Server and Intranet applications using ColdFusion server-side scripting. Provide MS SQL, MySQL or Oracle relational database design in a MS Windows environment. Develop web systems using Javascripts and HTML. Provide software development that includes requirements analysis, design, coding, with integration and test experience.

**Experience:** At least 6 years of experience working in the field.

**Education:** BA/BS degree in Computer Science or Information Systems or equivalent technical degree.

### Digital Design Engineer

**Functional Responsibilities:** Transforms initial rough product designs using computer aided design (CAD) into working documents. Reviews engineering drawing and designs to ensure adherence to established specifications and standards.

**Experience:** 4 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May direct and lead the work of others. Typically reports to a manager or head of a unit/department. A wide degree of creativity and latitude is expected.

**Education:** AA degree or equivalent degree.

### Electromechanical Designer

**Functional Responsibilities:** Applies engineering disciplines for the planning, analysis and design of electronic systems. Develops appropriate techniques and methodologies for problem solutions.

**Experience:** 10+ years of experience as an RF electromechanical Computer Aided Design (CAD) designer. Familiarity with the latest version of AutoCAD and at least one of the industry standard PC board layout software packages.

**Education:** BA/BS degree in Engineering or related field.

### Engineer/Scientist IV

**Functional Responsibilities:** Technology Analysis and Assessment, Design Definition, Development of System Specifications, Systems Analysis, systems Architecture, Systems/Equipment Integration, Test & Evaluation.

**Experience:** 10 years of experience with IT systems and systems engineering.

**Education:** BS degree in Engineering, or Computer Science.

### Help Desk Lead

**Functional Responsibilities:** Provide trouble shooting of installation, configuration, documentation, operation and maintenance of Microsoft operating systems, application, and 3rd party software.

**Experience:** MCSE in Windows 2000 with 4 years of experience or MCSA or Microsoft certified professionals with 6 years of experience.

**Education:** BS degree in Technical Field.

### Help Desk Technician

**Functional Responsibilities:** Provide troubleshooting of configuration, upgrading, modifying, archiving/restoring, repairing, implementing databases and database applications; experience with install, design, and operational support in REMEDY.

**Experience:** Technical knowledge and at least 2 years of experience and training in Oracle or other similar database requirements.

**Education:** BS degree in Technical Field.

### Information Systems Security Officer

**Functional Responsibilities:** Gathers and organizes technical information about an organization's mission goals and needs, IT infrastructure, and existing security/IA products. Assists in developing security/IA policies, procedures, and standards. Responsibilities will include working with the customer to minimize risks and assess and secure networks. Evaluates and recommends security products for various platforms and initiatives. May act as a project leader and provide technical leadership and guidance.

**Experience:** 6 years of experience as an Information Systems professional. Experience in coordinating the certification and accreditation of information systems. Familiarity with FISMA, OMB, and DCID 6/3 guidelines for certification and Accreditation of information systems, as well as those FISMA and OMB reporting. Understanding of the uses for DISA Platinum Disk, Gold Disk and SRR scanning and patching software. Ability in both oral and written communication with the highest level of management. Experience with current and proposed network security management tools (e.g. SecureNT, Xacta, and Arcsight). Experience in managing, responding to, and resolving crisis situations caused by network attacks. Knowledge of Defense in Depth Security architecture concepts. Familiarity with information systems configuration and network security practices.

**Education:** BS degree or advanced degree.

### Information Systems Security Officer IV

**Functional Responsibilities:** Computerized System specialized experience in Test and Evaluation, Network Protocols, LAN administration fundamentals, and UNIX and Windows based operating system.

**Experience:** 3 years general experience of which at least 1 year must be specialized experience. General experience includes operations experience on a large scale computer system or a multi-server local area network. OR EQUIVALENT Minimum of 6 years general experience, of which at least 2 years must be specialized.

**Education:** BA/BS degree in Computer Science, Information Systems, Engineering, or other related scientific or technical discipline or equivalent Associates Degree in same disciplines.

### Information Systems Security Officer/Engineer III

**Functional Responsibilities:** Coordinate the certification and accreditation of information systems. Familiarity with FISMA, OMB, and DCID 6/3 guidelines for Certification and Accreditation of information systems, as well as those for FISMA and OMB reporting. Understanding of the uses for DISA Platinum Disk, Gold Disk, and SRR scanning and patching software. Experience with hardware and software similar to that of the Government's current

configuration. Experience with current and proposed network security management tools (e.g., SecureNT, Xacta, and Arcsight) Experience in managing, responding to, and resolving crisis situations caused by network attacks. Knowledge of the Defense in Depth Security architecture concepts. Familiarity with information system configuration and network security practices.

**Experience:** A minimum of 2 years experience working as an ISSR or ISSO is required.

**Education:** BA/BS degree in Computer Science or other related technical discipline or equivalent experience.

### Integration Service Center Technician

**Functional Responsibilities:** Responsible for proper preparation, receipt and dispatch of all classified documents and magnetic media entering or exiting the Facility to include operation of classified material destruction equipment for all levels of material in the facility. Operates the main registry and conducts local area courier services to include collection and delivery of classified material in support of the facility. Responsible for maintaining accountability for all classified documents and magnetic media in accordance with the approved facility registry policies and procedures. Conducts periodic audits to ensure accuracy of records.

**Experience:** A minimum of 2 -4 years experience working in the field.

**Education:** BA/BS degree in a technical discipline is preferred.

### IT Web & Multimedia

**Functional Responsibilities:** Conceptualize and produce creative web graphics, video graphics, produce video features, photography, online production, and web components. Administration and maintenance of all systems, backup/restore and disaster recovery planning and support, network management of LAN, hardware/software acquisition support and receiving inspection, equipment diagnostic/troubleshooting, user account creation, coordination and support, coordination with local facilities, security, networking, IT and other support groups, maintain software licenses, and system / lab planning

**Experience:** 5+ years of experience.

**Education:** BS in Software Engineering, Computer Science, Information Systems or related scientific or technical discipline.

### JAVA Developer

**Functional Responsibilities:** Maintain, develop, coordinate, code, test and implement using software development life cycle (SDLC) principles. Design, author, & test software components and classes as part of a J2EE-based application. Author developer & user documentation. Maintain working knowledge of business principles and terminology and will be able to manage time across multiple projects.

**Experience:** 4+ years of related experience.

**Education:** BS in a related discipline is preferred.

### Junior Help Desk Agent

**Functional Responsibilities:** Tier I help desk personnel who provide domain user support, application desktop support to standard applications and fundamental network support.

**Experience:** 2-4 years experience. Strong customer service skills a must. Understanding of Active directory user environment required.

**Education:** HS Diploma.

### Logistics Specialist

**Functional Responsibilities:** Responsible for the execution and coordination of logistics support activities. Supporting the purchase of identified hardware and software, integration into the production environment, review of current Service Support Agreements, renewing when required and terminating when no longer required, as they pertain to both hardware and software maintenance support, and update information in the ILS Management Database. Provide ILS functional support in the acquisition of materials, providing inventory control and asset management, conducting physical audits for both hardware and software, and the distribution and disposal of equipment. Serve as liaison between customers and ILS management team to ensure customer requirements are understood and completed when requested. Coordinate efforts with other sites as required.

**Experience:** 4 years minimum experience providing logistics support of IT related activities.

**Education:** Requires BA/BS degree in logistics or a business discipline.

### Lotus Notes Database Maintenance

**Functional Responsibilities:** Provide Lotus Notes database administration, development, and operational knowledge to respond to user-generated Problem Reports and requests for new system capabilities (enhancements) including: Create, maintain, and update all Lotus Notes databases; Maintain and update the Lotus Notes web portal; Maintain Lotus Notes database servers; Troubleshoot day-to-day database issues to ensure system stability and output; Provide daily monitoring and analysis of the system to ensure continuance of operations; Provide support to User for investigation and development of system operational enhancements and workarounds to improve system operation; Perform database performance analysis and tuning to ensure optimal system performance; Monitor vendor upgrades and patches for databases and other database interoperable COTS packages.

**Experience:** Extensive working knowledge of Lotus Notes database administration functions. Lotus Notes programming experience required.

**Education:** BA/BS degree or higher in Computer Science, Information Systems or related field.

### Maintenance Technician

**Functional Responsibilities:** Provide installation, configuration, documentation, operation and maintenance of UNIX operating systems and applications; DoDIIS applications; DMS operations.

**Experience:** 4 years of experience in depth technical knowledge.

**Education:** BA/BS degree or higher in Computer Science, Information Systems or related field; or equivalent experience.

### Mechanical Designer

**Functional Responsibilities:** Designer for mechanical systems and instruments. Generate, maintain, and archive 3D CAD models and detail drawings and may be required to support the engineer during fabrication. Incorporate inputs from other engineering disciplines and work in a team environment. Responsible for generating designs and drawings that fulfill the requirements outlined by the cognizant engineer and ensuring manufacturability of their designs through appropriate geometric dimensioning and tolerance.

**Experience:** 0 - 5 years of experience.

**Education:** BA/BS degree or higher in Computer Science, Information Systems or related field; or equivalent experience.

### Mechanical Eng/Designer

**Functional Responsibilities:** Perform trade studies to optimize configuration design. Provide support for the detailed piece part and overall assembly modeling effort. Generate CAD models and assemblies while maintaining

database integrity and dimensional verification. Generate cruise stage primary structure element piece part, assembly and interface drawings. Support cognizant engineers in the development of flight hardware and tracking of the design documentation.

**Experience:** 3 - 5 years of experience.

**Education:** BS degree in Mechanical Design Engineering.

#### Network Administrator

**Functional Responsibilities:** Responsible for installation, configuration, documentation, operation and maintenance of network hardware.

**Experience:** 4 years of experience in related field.

**Education:** BA/BS degree.

#### Network Engineer I

**Functional Responsibilities:** Maintains knowledge in design, installation and administration of all types of Servers, Network Infrastructure, Software applications and desktop systems. Analyzes systems and recommends upgrades/changes; assesses organization's current and future network needs. May develop and maintain network systems. Installs new software releases, system upgrades, evaluates and installs patches and resolves complicated software related problems. Familiar with a variety of best practices, field concepts and policies and procedures. Performs a variety of tasks and must work well individually or in a team environment.

**Experience:** 3+ years related experience.

**Education:** BA/BS degree.

#### Network Engineer II

**Functional Responsibilities:** Maintains an expert level of knowledge in design, installation and administration of all types of Servers, Network Infrastructure, Software applications and desktop systems. Analyzes systems and recommends upgrades/changes; assesses organization's current and future network needs. May develop and maintain network systems. Installs new software releases, system upgrades, evaluates and installs patches and resolves complicated software related problems. Familiar with a variety of best practices, field concepts and policies and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks and must work well individually or in a team environment.

**Experience:** 5+ years related experience.

**Education:** BA/BS degree.

#### Network Engineer III

**Functional Responsibilities:** Maintains an expert level of knowledge in design, installation and administration of all types of Servers, Network Infrastructure, Software applications and desktop systems. Analyzes systems and recommends upgrades/changes; assesses organization's current and future network needs. May develop and maintain network systems. Installs new software releases, system upgrades, evaluates and installs patches and resolves complicated software related problems. Familiar with a variety of best practices, field concepts and policies and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks and must work well individually or in a team environment.

**Experience:** 8+ years related experience.

**Education:** MA/MS degree.

### Product Engineer

**Functional Responsibilities:** Responsible for designing and developing a product/product family. Ensures production procedures efficiently utilize materials and personnel. Tests finished product for quality purposes and recommends changes to product specifications as necessary.

**Experience:** 0-2 years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Typically reports to a supervisor or manager.

**Education:** BS degree in engineering.

### Programmer

**Functional Responsibilities:** Complete programming tasks on web-delivered, process/content driven applications, primarily within a Microsoft shop. Lead definition and planning, user training, data migration from legacy tools, and implementation into production. Define requirements, evaluate new technologies and techniques, and perform hands-on development tasks.

**Experience:** 2-4 years work experience in related field.

**Education:** BA/BS degree in Computer Science or similar discipline or equivalent work experience.

### Project Formulation and Management Applications Consultant

**Functional Responsibilities:** Participates in all phases of system design and development of complex applications generally in a client/server environment using a variety of proprietary product or emerging technology tools in a variety of operating environments. Work closely with the customer to validate system design and architecture.

**Experience:** 10 years experience of software development. Working experience with developing Stored-Procedures using a Relational DataBase Management system such as Microsoft SQL Server or Oracle. Software development experience with an emphasis on relational database design, customer requirement definition and customer interfacing. Experience in developing Client/Server and Intranet applications using a server-side scripting language such as ColdFusion, ASP or JavaScript. Demonstrated experience with Graphical User Interface design. Experience with HTML and PhotoShop. Experience in Rapid prototyping. Experience in developing and maintaining corporate websites. Require solid knowledge of JPL and NASA Web practices, standards, and publishing techniques and associated technologies; excellent oral and written communication skills and the ability to work effectively with customers from multiple disciplines and organizations and to interface with all levels of management.

**Education:** BS degree in Computer Science or Information Systems.

### Project Manager II

**Functional Responsibilities:** Lead project scheduling effort. Facilitate the development of network schedules which capture the scope of work for various Projects, utilizing required CPM scheduling software. Create representative schedules, both detailed and top level, including any required analysis, as well as maintenance of existing schedules.

**Experience:** 4 years work experience.

**Education:** Degree in Business or related discipline.

### Project Manager III

**Functional Responsibilities:** Leads team for assigned delivery; receive and disseminate information to the entire team and keep Customer and management abreast of plans/activities. Ensure review of materials for readiness

assessment, attend reviews, and is a resource to management to validate understanding of plans. Prepare and present presentations, lead transition execution to coordinate transfer of responsibilities.

**Experience:** 6 years work experience in specific field.

**Education:** Degree in Business or related discipline.

#### Project Manager IV

**Functional Responsibilities:** Leads team for assigned delivery; receive and disseminate information to the entire team and keep Customer and management abreast of plans/activities. Ensure review of materials for readiness assessment, attend reviews, and is a resource to management to validate understanding of plans. Prepare and present presentations, lead transition execution to coordinate transfer of responsibilities.

**Experience:** 8 years work experience in specific field.

**Education:** Degree in Business or related discipline.

#### Project Manager V

**Functional Responsibilities:** Extensive experience solving mechanical design problems, performing trade studies, developing design requirements and qualification. Significant understanding of mechanical systems including structures, configuration, mechanisms, structural analysis, and integration and test. Proven ability to work in a team environment, leads a team, and oversees budgets, schedules, and resources. Proven ability to lead collaborative teams with: multiple organizations, outside companies, cross-discipline, and various levels of management.

**Experience:** 10 years work experience in specific field.

**Education:** Degree in Business or similar discipline or equivalent work experience.

#### Project Scheduling, Planning & Analysis

**Functional Responsibilities:** This position will assist with the development of Proposal and Baseline schedules as well as interact with multiple project teams on monthly schedule updates and provide all computerized scheduling support for those same projects.

**Experience:** Experience in a project or proposal team environment. Experience in development of schedule inputs, and Critical Path Method (CPM) Scheduling expertise. Excellent written and oral communications skills.

**Education:** MA/MS degree in Business or related discipline with 8 years works experience or BA/BS degree in related discipline with 10 years work experience.

#### RF Design Engineer

**Functional Responsibilities:** Lead design, development and testing of RF circuits.

**Experience:** 6 years experience.

**Education:** BS degree required.

#### Scientific Programmer

**Functional Responsibilities:** Perform analysis. This will include reading model output, reformatting, performing data reduction procedures, scientific analysis procedures (e.g., EOF, time series analysis), and generation of high quality graphics of the results. Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and documenting programs.

**Experience:** 4-6 years of experience in the field or in a related area. Familiar with a variety of the field concepts, practices, and procedures.

**Education:** BS degree required.

#### Senior Analyst

**Functional Responsibilities:** Leads the gathering, analysis, documentation, and validation of business and / or technical needs. Documents business and / or technical needs using advanced textual, and visual, modeling deliverables. Identifies, manages, and tracks business and technical needs objectives throughout the project's lifecycle. Leads project or initiative tasks with relevant team members, stakeholders, and functional domain leadership. Lead day-to-day business interaction and business expectations in relationship to assigned deliverables, with the guidance of functional manager, project manager. Identifies, evaluates, and communicates issues and risks, related to business processes to project, IT and business unit management, developing mitigation strategies in collaboration with business and project team members.

**Experience:** 5+years related experience.

**Education:** BA/BS degree preferred.

#### Senior DBA

**Functional Responsibilities:** Administers, maintains, develops and implements policies and procedures for ensuring the security and integrity of the company database. Implements data models and database designs, data access and table maintenance codes; resolves database performance issues, database capacity issues, replication, and other distributed data issues.

**Experience:** 2-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals.

**Education:** BS degree required.

#### Senior DBA II

**Functional Responsibilities:** Administers, maintains, develops and implements policies and procedures for ensuring the security and integrity of the company database. Implements data models and database designs, data access and table maintenance codes; resolves database performance issues, database capacity issues, replication, and other distributed data issues.

**Experience:** 6 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals.

**Education:** BS degree required.

#### Senior Engineer

**Functional Responsibilities:** Responsible for design, development, implementation, and analysis of technical products and systems. Performs engineering design evaluations. May develop a range of products. Recommends alterations to development and design to improve quality of products and/or procedures.

**Experience:** 4-6 years of experience in the field or in a related area. Familiar with a variety of the field concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks.

**Education:** BS degree required.

#### Senior Field Service Technician I

**Functional Responsibilities:** Installations, scheduled service work, preventative maintenance, and on-site repairs. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and

judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required.

**Experience:** 2+ years related experience.

**Education:** BS degree required.

### Senior Field Service Technician II

**Functional Responsibilities:** Installations, scheduled service work, preventative maintenance, and on-site repairs. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Perform a variety of tasks. Work under general supervision. A certain degree of creativity and latitude is required.

**Experience:** 4+ years related experience.

**Education:** BS degree required.

### Senior Simulation SW Developer

**Functional Responsibilities:** Participates in all phases of software development, including system design, analysis, architecture, and engineering; programs, designs, analyzes, codes, implements, and tests software applications, modules, and databases in various languages, including those associated with scientific, technical, or engineering problems; performs process analyses to recommend improvements; performs system, network, and/or database administration, analysis, design, implementation, and testing; analyzes and documents client needs and requirements; provides technical support including providing technical solutions and training; writes, modifies, and maintains software documentation and specifications; performs a variety of testing for computer operating and/or network systems; performs data and technical analysis and information engineering; installs, configures, and troubleshoots various hardware and software platforms; may design and develop computer-based and/or multimedia courseware for customer training initiatives utilizing appropriate authoring languages, systems, animation and graphics software; participates in meetings and design reviews; prepares reports on analyses, findings, and project progress; performs technical research on emerging technologies to determine impacts on application execution; may serve as a technical task or team lead.

**Experience:** Requires extensive knowledge and experience in simulation software. Requires knowledge and experience with risk analysis, evolutionary computing, model integration infrastructures (i.e. web services, cluster computing). Experience in integration of heterogeneous software models and tools.

**Education:** MA/MS degree in computer science, physics, engineering or similar discipline, plus 8 years work experience, or BA/BS degree with 10 years work experience.

### Senior Software Developer

**Functional Responsibilities:** Requires extensive knowledge and experience in simulation software. Requires knowledge and experience with risk analysis, evolutionary computing, model integration infrastructures (i.e. web services, cluster computing) and the application of these to the domain of spacecraft formulation phase models and simulations.

**Experience:** 8 years work experience in similar field.

**Education:** BS degree in computer science, physics, engineering or similar discipline.

### Senior System Engineering/Technician

**Functional Responsibilities:** Perform analysis and understanding of customer needs; analyze problems, definition and specification of system level requirements; allocation of requirements and systems level resources; system level design, development, implementation and testing; risk identification and management; and management of cost accounts and schedules.

**Experience:** 2+ years experience in technical role.

**Education:** AA degree required.

### Senior Technical Writer

**Functional Responsibilities:** Write and review documents including trade studies, proposals, requirements, specifications, procedures, test plans, and test reports.

**Experience:** 4 years experience. Requires knowledge of MS Office, Telelogic Doords, Adobe Acrobat 6/7, Visio, Clearcase, SQL, XML and Extend.

**Education:** BS degree required.

### Senior Test Engineer

**Functional Responsibilities:** Participates in the design, development, analysis, and implementation of software operating systems and software application programs; works under general supervision; performs software operating systems and application engineering, including full life cycle design and development; works from specifications to develop and modify operating systems and software applications; participates in the design, coding, testing, debugging, and documentation of programs; participates in the definition of limited design specifications and parameters; assists engineers or analysts with the hardware/software integration of the application or utility into software operating systems; analyzes system architecture requirements; performs requirements acquisition and definition and data analysis; may customize purchased applications; performs technical and subject matter research on emerging technologies to determine impacts on application execution; analyzes and documents client needs and requirements; participates in the writing, modifying, and maintaining technical documentation and specifications such as user manuals, system documentation, and training materials; performs integration testing and support of various computer operating and/or network systems; troubleshoots and provides customer support for software operating system and application issues; maintains current knowledge of relevant hardware and software applications as assigned; participates in special projects as required.

**Experience:** Extensive experience with all phases of flight electronics development, including design, fabrication, tests troubleshooting, integration and delivery. Experience with monitoring contracted electronics development.

**Education:** MA/MS degree in Electrical Engineering, Computer Engineering or related field with 8+ years of experience, or a BA/BS degree with 10+ years, or equivalent technical experience.

### Software Assurance Engineer

**Functional Responsibilities:** Applies an enterprise-wide set of disciplines for the planning, analysis, design and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise. Develops analytical and computational techniques and methodology for problem solutions. Performs enterprise-wide strategic systems planning, business information planning, business and analysis. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools such as Integrated Computer Aided Software Engineering (I-CASE) tools. Applies reverse engineering and re-engineering disciplines to develop migration strategic and planning documents. Provides technical guidance in software engineering techniques and automated support tools.

**Experience:** 8+ years of work experience in software development that includes requirements analysis, design, coding, testing, and integration; programming experience in C and C++ languages; ability to interface with internal and/or external customers with little or no supervision; good interpersonal, writing, and verbal communication skills. Must be a team player with good work ethic. Be familiar with MS Office tools and DOORS software requirements tool. Familiarity with ODC concepts and techniques for software. Experience in real-time embedded software, VxWorks, and TCL/TK; familiarity with OOA/OOD and implementation.

**Education:** BA/BS in computer science, engineering, mathematics or similar discipline.

### Software Developer

**Functional Responsibilities:** Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing to support an organization's application systems. Consults with users to identify current operating procedures and to clarify program objectives. May be expected to write documentation to describe program development, logic, coding, and corrections. Writes manuals for users to describe installation and operating procedures... May lead and direct the work of others. Typically reports to a project leader or manager.

**Experience:** 5 years of experience in the field or in a related area. Must have a working knowledge of relational databases and client-server concepts. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks.

**Education:** BS degree required.

### Software Engineer I

**Functional Responsibilities:** Performs software programs and systems design engineering, including the design development, analysis, and implementation of software engineering applications to include computer-based training, e-learning, and web site development. Performs software and information engineering, including full life cycle application systems design and development. Works from specifications to develop and modify operating software programming applications. Designs, codes, tests, debug, and documents programs. Defines limited design specifications and parameters. Resolves hardware and software compatibility and interface design considerations. Analyzes system architecture requirements, performs requirements acquisitions and definition and data analysis, and may customize purchased applications. Performs technical and subject matter research on emerging technologies to determine impacts on application executions. Analyzes and documents client needs and requirements. Assists with writing, modifying, and maintaining technical documentation and specifications, such as user manuals system documentation, and training materials. Creates technical specifications and test plans. Performs integration testing and support of various computer operating and/or network systems. Troubleshoots and provides customer support for system engineering and software issues. Works under general supervision; may serve as a technical team or task lead.

**Experience:** 4 years of directly related experience.

**Education:** BA/BS degree in Computer Information Systems, or Management Information Systems or Computer Science, or equivalent, relevant experience in a related field. An Associate's degree and four years experience or seven years of relevant experience may be substituted for a BA/BS degree.

### Software Engineer II

**Functional Responsibilities:** Performs software programs and systems design engineering, including the design development, analysis, and implementation of software engineering applications to include computer-based training, e-learning, and web site development. Perform software and information engineering, including full life cycle application systems design and development. Works from specifications to develop and modify operating software programming applications. Designs, codes, tests, debug, and documents programs. Define limited design specifications and parameters. Resolves hardware and software compatibility and interface design considerations. Analyzes system architecture requirements, performs requirements acquisitions and definition and data analysis, and may customize purchased applications. Performs technical and subject matter research on emerging technologies to determine impacts on application executions. Analyzes and documents client needs and requirements. Assists with writing, modifying, and maintaining technical documentation and specifications, such as user manuals system documentation, and training materials. Creates technical specifications and test plans. Performs integration testing and support of various computer operating and/or network systems. Troubleshoots and provides customer support for system engineering and software issues. Works under general supervision; may serve as a technical team or task lead.

**Experience:** 7 years of directly related experience.

**Education:** BA/BS's degree in Computer Information Systems, or Management Information Systems or Computer Science, or equivalent, relevant experience in a related field. An Associate's degree and four years experience or seven years of relevant experience may be substituted for a BA/BS's degree.

### Sr. Stress Dynamics Engineer

**Functional Responsibilities:** Extensive experience in mechanical engineering; demonstrated proficiency in solving complex mechanical \hardware design and development; strong capability to work with subsystem engineers in a dynamic team environment; well-developed systems engineering perspective and ability to flow down requirements; extensive expertise in composite materials, structures, and/or mechanisms.

**Experience:** 5 - 10 years work experience in similar field.

**Education:** BA/BS degree.

### Systems Administrator I

**Functional Responsibilities:** Responsible for installation, configuration, documentation, operation and maintenance of Microsoft operating systems, application, and 3rd party software; Integrating UNIX to WIN, EMC Cluster Servers, cluster configuration using a SAN environment, cluster management software and Microsoft Cluster Server Software.

**Experience:** 3 years of experience.

**Education:** MCSA or Microsoft certified professionals.

### Systems Administrator II

**Functional Responsibilities:** Extensive experience in mechanical engineering; demonstrated proficiency in solving complex mechanical \hardware design and development; strong capability to work with subsystem engineers in a dynamic team environment; well-developed systems engineering perspective and ability to flow down requirements; extensive expertise in composite materials, structures, and/or mechanisms.

**Experience:** 4 years of experience.

**Education:** MCSE in Windows 2000.

### Systems Administrator III

**Functional Responsibilities:** System administration, training, troubleshooting, system integration coordination, acquisition of standard and non-standard HW/SW, development and management of Infrastructure Service Request (ISR), Configuration Management of software baselines and related Information System Security Representative (ISSR) requirements. Create and implement CM plan for training server personnel (e.g. maintenance schedule, system backup, software baselines and network settings and configuration). Coordinate security plans to include event log auditing, virus scanning for LAN's standalones, workstations and Laptops and system configurations.

**Experience:** 5 years of practical working experience.

**Education:** BA/BS degree in Information Technology or related degree or equivalent experience

### Systems Administrator IV

**Functional Responsibilities:** Interface POC for the site user community, Help Desk, and trouble reporting system. Assist end users with the use of the IEC system and applications. Provide problem information to Site Lead and/or SA's so that DRs can be opened. Assist customers with printing and loading printer accessories. General troubleshooting and timely support through visual inspection and user interaction. Perform bi-monthly calibration of monitors and recording of calibration data in accordance with image quality standards. Monitor database and Web server. Perform backups and restores. Monitor server and workstation functions. Manage and maintain user

accounts, system privileges and passwords. Monitor workstations/ servers performance. Assist with IEC system and s/w application patches and upgrades. Collaborate with site network engineers to resolve network integration issues. Preventive and remedial maintenance of IEC hardware. Monitor database backup cron job and review database logs.

**Experience:** 2 years of experience (1 year specialized experience in systems administration).

**Education:** BA/BS in CS, IS or other related technical discipline.

### Systems Administrator V

**Functional Responsibilities:** Operations and Maintenance of service center equipment and configuration. Conduct duties required for system preparation and the deployment to customer locations. Responsible for the physical installation and configuration, as well as fault isolation and upgrade management of server, storage and network hardware. Identify, interpret and process customer needs. Assist in developing operations concepts; requirement specifications; system architecture/design; validation verification; test and demonstration plans. Assist in developing impact assessments for cost, schedule, and performance, operation concept and procedures updates.

**Experience:** At least 5 years related experience. 4+ years UNIX Administration. 3+ years Microsoft Windows Administration. 4+ years on complex programs with at least 2 years experience associated with problem solving.

**Education:** BA/BS degree in Computer Science or related technical discipline.

### Systems Administrator VI

**Functional Responsibilities:** Operations and Maintenance of service center equipment and configuration. Conduct duties required for system preparation and the deployment to customer locations. Responsible for the physical installation and configuration, as well as fault isolation and upgrade management of server, storage and network hardware. Identify, interpret and process customer needs. Assist in developing operations concepts; requirement specifications; system architecture/design; validation verification; test and demonstration plans. Assist in developing impact assessments for cost, schedule, and performance, operation concept and procedures updates.

**Experience:** At least 15 years related experience. 4+ years UNIX Administration. 3+ years Microsoft Windows Administration. 4+ years on complex programs with at least 2 years experience associated with problem solving.

**Education:** BA/BS degree in Computer Science or related technical discipline.

### Systems Engineer I

**Functional Responsibilities:** Perform a variety of system engineering tasks. Evaluates the software capabilities of new releases, testing them against known release requirements. System regression testing. Examines and tests COTS software insertions, upgrades, and patches along with third-party products and fixes. Serve as a working group lead, as needed, to conduct engineering studies using industry best practices for system engineering. Performs analysis of the reasons for interface problems and segment/system problems, and tests as required, that affect the system of support and recommends alternative solutions to resolve these problems. Perform the duties of a system administrator for the system as well as ISSO/ISSR duties. Coordinate with other SME's. Assess Request For Change (RFC) packages for impacts prepare engineering change proposals (ECPs) and rough order of magnitude (ROM) cost estimates, as needed, for adding new systems or functional capabilities to the contract.

**Experience:** At least 2 years related experience.

**Education:** BA/BS of Science in CS, IS, Engineering, or other related technical discipline or equivalent experience.

### Systems Engineer II

**Functional Responsibilities:** Perform a variety of system engineering tasks. Evaluate the software capabilities of new releases, testing them against known release requirements. System regression testing. Examines and tests COTS software insertions, upgrades, and patches along with third-party products and fixes. Serve as a working group lead, as needed, to conduct engineering studies using industry best practices for system engineering. Performs analysis of

the reasons for interface problems and segment/system problems, and tests as required, that affect the system of support and recommends alternative solutions to resolve these problems. Perform the duties of a system administrator for the system as well as ISSO/ISSR duties. Coordinate with other SME's. Assess Request For Change (RFC) packages for impacts prepare engineering change proposals (ECPs) and rough order of magnitude (ROM) cost estimates, as needed, for adding new systems or functional capabilities to the contract.

**Experience:** 3 years related experience.

**Education:** BA/BS of Science in CS, IS, Engineering, or other related technical discipline or equivalent experience.

### Systems Engineer III

**Functional Responsibilities:** Support the Operations and Maintenance of the system for faults that are beyond the capability of the on-site Field Service Representatives. Assist on-site engineers in system problem diagnosis and troubleshooting, collection of problem information, writing discrepancy reports (DRs), and creating/testing emergency workarounds to get the system operational. Working with the factory experts, also recommend more permanent fixes. Support external interface troubleshooting, coordinate with 3rd party maintenance providers, and other operational support activities including software and hardware installations and upgrades.

**Experience:** 5 years of systems engineering experience.

**Education:** BA/BS degree in Engineering, Computer Science or Information Management.

### Systems Engineer IV

**Functional Responsibilities:** Technology Analysis and Assessment, Design Definition, Development of System Specifications, Systems Analysis, systems Architecture, Systems/Equipment Integration, Test & Evaluation Criteria.

**Experience:** 8 years of experience with IT systems and systems engineering.

**Education:** BS degree in Engineering, or Computer Science and Technology Certifications.

### Systems Engineer V

**Functional Responsibilities:** Technology Analysis and Assessment, Design Definition, Development of System Specifications, Systems Analysis, systems Architecture, Systems/Equipment Integration, Test & Evaluation Criteria.

**Experience:** 10 years of experience with IT systems and systems engineering.

**Education:** BS degree in Engineering, or Computer Science and Technology Certifications.

### Task Manager

**Functional Responsibility:** Monitor tasks, anticipate and resolve problems, provide technical direction for all systems development. Resolve unique systems problems through new technology. Complete tasks on schedule and within budget constraints. Schedule and assign duties to subordinates. Provides written and oral reports to contractor and government management.

**Experience:** 5 years in specific field.

**Education:** BA/BS degree in training, education, management, or equivalent.

### Technical Expert I

**Functional Responsibilities:** Provide expert, independent services and leadership in specialized technical areas. Provides expertise on as-needed basis for all task assignments. Provides expert advice and assistance in state-of-the-art software/hardware. Provide research analysis and offer recommendations based off results. Coordinates with contractor management and Government personnel to ensure that the problem has been properly defined and that the solution will satisfy the Government's requirement.

**Experience:** Experience qualifications will be determined on a case-by-case basis. Generally this requires fifteen years of general experience in information systems, including ten years of specialized experience providing state-of-the-art solutions in information systems technology (or, if the particular area of expertise in new state-of-the-art technology, the specialized experience may be less than ten years and more consistent with the age of the technology). Recognized expert in the technology being addressed.

**Education:** MA/MS degree, or BA/BS plus 5 years of experience, or equivalent technical experience.

### Telecommunications Mechanic II

**Functional Responsibilities:** Installs, tests, troubleshoots programs, maintains, and repairs digital switching equipment, attendant consoles, power and ringing relay racks, miscellaneous telephone, radio, fire alarms, intrusion alarms, and computer data circuits and related apparatus required in the central switching office. Analyzes system failures and other unusual system occurrences to isolate the source of the problem and determine whether the failure is caused by software, hardware, or other factors. They maintain manual and/or computerized central office records, including detail records, traffic analysis records, cable records, line records, subscriber service records and spare parts inventories.

**Experience:** 0-2 years of professional experience.

**Education:** BA/BS degree preferred.

### Training Instructor/Developer I

**Functional Responsibilities:** Teach, develop, plan, prepare, revise and update training courses. Create new courses, write narration, develop test questions and supplementary content, and create new interface designs and support that may include multimedia, animation, computer based training (CBT) or web based training (WBT). Courseware may be developed in a variety of media to support physical and virtual classroom environments, such as synchronous and asynchronous distance learning, webinars, and virtual student coaching. Conduct ongoing classroom instruction, coordinate logistics, organize set up, and conduct ongoing management of internal and remote training events. Support technical training and documentation for various subject matters in both a classroom environment and one-on-one/small group setup.

**Experience:** 3 years experience required.

**Education:** AA/AS degree required.

### Training Instructor/Developer II

**Functional Responsibilities:** Teach, develop, plan, prepare, revise and update training courses. Create new courses, write narration, develop test questions and supplementary content, and create new interface designs and support that may include multimedia, animation, computer based training (CBT) or web based training (WBT). Courseware may be developed in a variety of media to support physical and virtual classroom environments, such as synchronous and asynchronous distance learning, webinars, and virtual student coaching. Conduct ongoing classroom instruction, coordinate logistics, organize set up, and conduct ongoing management of internal and remote training events. Support technical training and documentation for various subject matters in both a classroom environment and one-on-one/small group setup.

**Experience:** 5 years experience required.

**Education:** BA/BS degree required.

### Training Instructor/Developer III

**Functional Responsibilities:** Teach, develop, plan, prepare, revise and update training courses. Create new courses, write narration, develop test questions and supplementary content, and create new interface designs and support that may include multimedia, animation, computer based training (CBT) or web based training (WBT). Courseware may be developed in a variety of media to support physical and virtual classroom environments, such as synchronous and

asynchronous distance learning, webinars, and virtual student coaching. Conduct ongoing classroom instruction, coordinate logistics, organize set up, and conduct ongoing management of internal and remote training events. Support technical training and documentation for various subject matters in both a classroom environment and one-on-one/small group setup.

**Experience:** 7 years experience required.

**Education:** BA/BS degree required.

#### UNIX System Administrator I

**Functional Responsibilities:** Provide day-to-day customer support and system administration functions. This includes initial problem identification and resolution. Provide local customer support coordinating with the site help desk. Performs software installations and upgrades to UNIX / SOLARIS operating systems and the DF-IPL software packages and maintains them in accordance with established policies, procedures and service level agreements. Maintain familiarity and general awareness of the SYBASE DBMS and VERITAS net backup software. Monitors and tune the system to achieve optimum level of performance and ensures workstations/server data integrity by evaluating, implementing and managing appropriate software and hardware solutions. Ensure recoverability by implementing a schedule of system backups and database archive operations. Coordinate third-party maintenance for IPL equipment and troubleshoots problems with site users and IT support personnel.

**Experience:** 3 years of professional experience.

**Education:** BA/BS degree in a related discipline or equivalent.

#### UNIX System Administrator II

**Functional Responsibilities:** Provides Server Administration support in a Solaris/UNIX environment. Provides operations support including advanced troubleshooting skills related to applications, operating system and networks. Creates Perl utilities to automate tasks and monitor system functions. Prepares after action reports to document problems and resulting resolutions. Supports twenty-four-by-seven shift work during times of national crisis, outages and software deliveries.

**Experience:** 5 years of professional experience.

**Education:** BA/BS degree in a related discipline or equivalent.

#### UNIX System Administrator III

**Functional Responsibilities:** Provides UNIX system administration, maintenance, and customer support to NGA. Provide technical expertise in a team environment for the deployment of mid to enterprise level servers in the Data Center. UNIX system administration support as a part of the system administration team. Support installs/upgrades provided by the developing contractor, write shell scripts to automate tasks, configure and tune the Solaris OS and, troubleshoot at all layers of the TCP/IP stack.

**Experience:** 7 years of professional experience.

**Education:** BA/BS degree in a related discipline or equivalent.

#### UNIX System Administrator IV

**Functional Responsibilities:** Manage the data center team, the daily operations, and the technical administration of systems. Performing basic day-to-day system administration tasks, installing new customer software releases, system upgrades, evaluating and installing patches and resolution of software related problems associated with COTS/GOTS products on Sun UNIX, SGI IRIX and Windows 2000 platforms. Provide general trouble-shooting on the customer workstation, create user accounts, maintain data files, and monitor system configuration to ensure data integrity. Coordinate hardware maintenance and repairs with vendors. Participate in hardware/software testing as

required, interfaces with development/integration facility during discrepancy reporting process and assists in site CM. Perform system backups and recovery, provide general trouble-shooting on the customer system, maintain data files and monitors system configuration to ensure data integrity. Participate in analyzing new hardware/software needs and participates in customer TEMs, reviews and meetings pertaining to customer issues.

**Experience:** 9 years of professional experience.

**Education:** BA/BS degree in a related discipline or equivalent.

#### VTC Bridge Services

**Functional Responsibilities:** Schedule all incoming ad-hoc bridge requests. Schedule recurring bridge requests. Provide technical support for all bridged meetings. Respond to all bridge related email. Maintain bridge status spreadsheet for monthly report. Set up / maintain both Open and Closed access VTC rooms as assigned. Assist with Installations, Upgrades and Site Surveys. Cross train in other areas of responsibility when idle.

**Experience:** 0 – 2 years of professional experience.

**Education:** BA/BS degree preferred.

#### VTC Lead

**Functional Responsibilities:** Receive trouble calls; dispatch appropriate personnel. Assign Projects / Monthly Maintenance. VTC Metrics for Monthly Program Review. LSS Efforts for VTC Services (Installs / Upgrades). Inventory Control / Maintenance/Purchasing for Support Hardware. Maintain / Upgrade Satellite TV System. Administrative Maintenance / Upgrades to Room Scheduler. Set up / Maintain both Open / Closed access VTC rooms as assigned. Ensure necessary paperwork maintain security policies. Cross train in other areas when idle.

**Experience:** 0 – 2 years of professional experience.

**Education:** BA/BS degree preferred.

#### Web Developer

**Functional Responsibilities:** Building and maintaining websites. Responsible for adding information and project reports for completed work. Create new pages with links to other websites that include technical data. Work directly with cross-functional teams to create project reports.

**Experience:** 0 – 2 years experience required.

**Education:** BS degree.

#### Web Engineer

**Functional Responsibilities:** Windows server OS setup and configuration, setup and configure server and application software, database software monitoring/adjusting and custom configuration to the operating environment, customer-focused data-centric approach to maintaining/ troubleshooting web and data servers, providing direct customer support concerning data accessibility and web site/server availability, and system administration/engineering.

**Experience:** 5 – 7 years Windows server system administration required in a networked environment, and working familiarity with Web server software.

**Education:** BA/BS degree in technical discipline required (e.g., computer science, computer programming, math, physics, or other analytical disciplines).

### Windows Administrator

**Functional Responsibilities:** Perform Test and Evaluation, Network Protocols, LAN administration fundamentals, and UNIX and Windows based operating system.

**Experience:** 3 years general experience of which at least one (1) year must be specialized experience. General experience includes operations experience on a large scale computer system or a multi-server local area network.

**Education:** BS degree in Computer Science, Information Systems, Engineering, or other related scientific or technical discipline.

### Web Master I

**Functional Responsibilities:** Building and maintaining a website. Responsible for adding information and project reports for completed work. Create new pages with links to other websites that include technical data. Work directly with cross-functional teams to create project reports.

**Experience:** 3+ years experience required.

**Education:** BA/BS degree.

### Web Master II

**Functional Responsibilities:** Building and maintaining a website. Responsible for adding information and project reports for completed work. Create new pages with links to other websites that include technical data. Work directly with cross-functional teams to create project reports.

**Experience:** 5+ years experience required.

**Education:** BA/BS degree.

## USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

### PREAMBLE

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

### COMMITMENT

To actively seek and partner with small businesses.

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

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

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

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

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

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

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact:

**Linda Harris**  
**(951) 303-9602**  
**Linda.harris@sgis.com**  
**(626) 628-1833**

**BEST VALUE  
BLANKET PURCHASE AGREEMENT  
FEDERAL SUPPLY SCHEDULE**

(Insert Customer Name)

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

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6. This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the ordering activity that works better and costs less.

Signatures

\_\_\_\_\_  
Ordering Activity

\_\_\_\_\_  
Date

\_\_\_\_\_  
Contractor

\_\_\_\_\_  
Date

BPA NUMBER \_\_\_\_\_

(CUSTOMER NAME)  
BLANKET PURCHASE AGREEMENT

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

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

MODEL NUMBER/PART NUMBER	*SPECIAL BPA DISCOUNT/PRICE
_____	_____
_____	_____
_____	_____

(2) Delivery:

DESTINATION	DELIVERY SCHEDULES / DATES
_____	_____
_____	_____
_____	_____

(3) The ordering activity estimates, but does not guarantee, that the volume of purchases through this agreement will be \_\_\_\_\_.

(4) This BPA does not obligate any funds.

(5) This BPA expires on \_\_\_\_\_ or at the end of the contract period, whichever is earlier.

(6) The following office(s) is hereby authorized to place orders under this BPA:

OFFICE	POINT OF CONTACT
_____	_____
_____	_____
_____	_____

(7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.

(8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:

- (a) Name of Contractor;
- (b) Contract Number;
- (c) BPA Number;
- (d) Model Number or National Stock Number (NSN);
- (e) Purchase Order Number;
- (f) Date of Purchase;

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

(h) Date of Shipment.

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

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

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#### BASIC GUIDELINES FOR USING "CONTRACTOR TEAM ARRANGEMENTS"

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

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

Orders under a Team Arrangement are subject to terms and conditions of the Federal Supply Schedule Contract. Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors. Customers should refer to FAR 9.6 for specific details on Team Arrangements.

Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customers' needs, or -
- Federal Supply Schedule Contractors may individually submit a Schedules "Team Solution" to meet the customer's requirement.
- Customers make a best value selection.