



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

**Special Item No. 132-51 Information Technology Professional Services**

- FPDS Code D302 IT Systems Development Services
- FPDS Code D306 IT Systems Analysis Services
- FPDS Code D307 Automated Information Systems Design and Integration Services
- FPDS Code D308 Programming Services
- FPDS Code D310 IT Backup and Security Services
- FPDS Code D311 IT Data Conversion Services
- FPDS Code D316 IT Network Management Services
- FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified

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

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

**Note 3:** This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performance by the publisher or manufacturer or one of their authorized agents.

**CALNET, Inc.**

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Reston, Virginia 20191

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Contract Administration: Kimthy Chao

Business Size: **Small Business**

Contract Number: GS-35F-0043T

Period Covered by Contract: October 20, 2006 through October 19, 2011 with three 5-year options

General Services Administration

Federal Supply Service

Pricelist current - dated 10/20/2006.

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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# I. 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). The catalogs/pricelists, GSA Advantage!™ and the Federal Supply Service Home Page (www.fss.gsa.gov) contain information on a broad array of products and services offered by small business concerns.

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

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

### **A. 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.

### **B. CONTRACTOR’S ORDERING ADDRESS AND PAYMENT INFORMATION:**

**CALNET, Inc.**  
 12359 Sunrise Valley Drive, Suite 270  
 Reston, Virginia 20191  
 (Attn: GSA Contracts)

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:  
**(703) 547-6800 Ask for GSA Contracts Assistance**

### **C. 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.



**D. STATICAL 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: **794300988**
- Block 30: Type of Contractor - **Other Small Business**
  - A. Small Disadvantaged Business
  - B. Other Small Business
  - C. Large Business
  - G. Other Nonprofit Organization
  - L. Foreign Contractor

- Block 31: Woman-Owned Small Business - **NO**
- Block 36: Contractor's Taxpayer Identification Number (TIN): **54-1500004**

- 4a. CAGE Code: **1S0P0**
- 4b. Contractor has registered with the Central Contractor Registration Database.

**E. FOB DESTINATION**

**F. 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)
_____	_____ Days
_____	_____ Days

**TO BE NEGOTIATED WITH ORDERING ORGANIZATION/ACTIVITY.**

- 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.

**G. DISCOUNTS:**

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

- a. Prompt Payment: The following prompt payment discount shall apply to all authorized orders:  
2% - 10 / 1% - 20 / Net 30

Invoices may be discounted by 2% if paid within 10 calendars of acceptance.  
 Invoices may be discounted by 1 % if paid between the 11<sup>th</sup> and 20<sup>th</sup> calendar days after acceptance  
 All invoices are to be paid in full with no prompt payment discount if paid after the 21<sup>st</sup> calendar day of acceptance.

- b. Quantity: N/A

c. Dollar Volume Discounts:

2% for orders valued from \$0.00 to \$999,999.99

4% for orders valued from \$1,000,000.00 to \$1,999,999.99

6% for orders valued at or greater than \$2,000,000.00

d. Government Educational Institutions

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

**H. 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.

**I. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING**

Not Applicable to Services.

**J. SMALL REQUIREMENTS**

The minimum dollar value of orders to be issued is \$100.00.

**K. MAXIMUM ORDER**

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

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

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

**L. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS**

Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.

a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.

b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

**M. 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.

**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.

## **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.

## **N. 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.

NOTE: Refer to FAR Part 31.205-46 Travel Costs, for allowable costs that pertain to official company business travel in regards to this contract.

(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.

## **O. 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.)

## **P. 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/>.

## **Q. 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 as open market purchases. Ordering Activities procuring open market items must follow FAR 8.402(f).

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.

## **R. 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.

## **S. 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:

**NONE.**

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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.

#### **T. BLANKET PURCHASE AGREEMENTS (BPAs)**

The use of BPAs under any schedule contract to fill repetitive needs for supplies or services is allowable. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPA and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). Ordering activities shall follow FAR 8.405-3 when creating and implementing BPA(s).

#### **U. 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.

#### **V. 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 receive 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 apply.

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.

#### **W. SECTION 508 COMPLIANCE**

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

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

#### **X. 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.

#### **Y. 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.

## **Z. 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>.

## **AA. 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)

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

### **A. SCOPE**

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services and Special Item Number 132-52 Electronic Commerce Services apply exclusively to IT/EC 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.

### **B. 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.

### **C. 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.

### **D. 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/EC 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.

### **E. 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.

## **F. 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.

## **G. 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.

## **H. 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/EC Services.

## **I. 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.

## **J. 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.

## **K. INVOICES**

The Contractor, upon completion of the work ordered, shall submit invoices for IT/EC 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.

## **L. 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.

## **M. RESUMES**

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

## **N. 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.

## **O. 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.

## **P. DESCRIPTION OF IT/EC SERVICES AND PRICING**

The labor category definitions in our Schedule describe the functional responsibilities and education and experience requirements for each labor category. These requirements are a guide to the types of experience and educational background of typical personnel in each labor category.

Education and experience may be substituted for each other. Each year of relevant experience may be substituted for one year of education, and vice versa. In addition, certifications, professional licenses, and vocational technical training may be substituted for experience or education with the written approval of the ordering activity. See **Table 1: Educational and Experience Equivalencies**.

Further, both parties recognize that on occasion there may be a need to waive the requirements in order to utilize the best individual for the task. Therefore, waivers to the education/experience requirements may be granted by either the Task Order contracting officer or contracting officer technical representative. Should the waiver be included in our proposal, award of said proposal shall be deemed a grant of the waiver.

**Table 1: Educational and Experience Equivalencies**

Degree	Experience Equivalence*	Other Equivalence
Associates Degree	1 year relevant experience	Vocational or technical training in work related field
Bachelors Degree	Associate degree + 2 years relevant experience, or 4 years relevant experience	Professional certification
Masters Degree	Bachelors + 2 years relevant experience, or Associates + 4 years relevant experience	Professional license
Doctorate	Masters + 2 years relevant experience, Bachelors + 4 years relevant experience	

\* Successful completion of higher education, which has not yet resulted in a degree may be counted as 1 for 1 year's of experience for each year of college completed

**IT Services**

See Appendix A for Labor Titles and Pricing information. See Appendix B for Labor Title Descriptions and minimum education and experience requirements.

### **III. COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION**

#### **PREAMBLE**

**CALNET, Inc.** 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 demonstrate our support for awarding contracts and subcontracts to small business concerns.
- To undertake significant efforts to determine the potential of small, small disadvantaged and women-owned small business to supply products and services to our company.
- To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged, and women-owned small businesses.
- To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.
- To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact **GSA Contracts Officer, (703) 547-6800, [kchao@calnet.com](mailto:kchao@calnet.com), FAX: (703) 547-6806.**







**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:

<b>MODEL NUMBER/PART NUMBER</b>	<b>*SPECIAL BPA DISCOUNT/PRICE</b>
_____	_____
_____	_____
_____	_____

(2) Delivery:

<b>DESTINATION</b>	<b>DELIVERY SCHEDULES / DATES</b>
_____	_____
_____	_____
_____	_____

(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:

<b>OFFICE</b>	<b>POINT OF CONTACT</b>
_____	_____
_____	_____
_____	_____

(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.

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

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

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

Orders under a Team Arrangement are subject to terms and conditions or the Federal Supply Schedule Contract.

Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors.

Customers should refer to FAR 9.6 for specific details on Team Arrangements.

Here is a general outline on how it works:

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

## Appendices

### Appendix A – Pricing List

Contractor Site Labor Rates Option Period (October 20, 2006 through October 19, 2011), ALL SINS.

Item #	CALNET Labor Cross Reference	IT 70 SINS	Skill Category	Contract Years				
				10/20/06 – 10/19/07	10/20/07 – 10/19/08	10/20/08 – 10/19/09	10/20/09 – 10/19/10	10/20/10 – 10/19/11
				Contractor Site	Contractor Site	Contractor Site	Contractor Site	Contractor Site
1	A7	132-51	Administrative Support (Level II) *	\$58.86	\$60.63	\$62.44	\$64.32	\$66.25
2	A8	132-51	Administrative Support (Level III) *	\$64.32	\$66.25	\$68.24	\$70.28	\$72.39
3	A12	132-51	Applications Engineer (Level III)	\$120.23	\$123.84	\$127.55	\$131.38	\$135.32
4	A17	132-51	Applications Engineering Manager (Level III)	\$187.45	\$193.07	\$198.87	\$204.83	\$210.98
5	A20	132-51	Applications Programmer (Level II)	\$91.62	\$94.37	\$97.20	\$100.12	\$103.12
6	A21	132-51	Applications Programmer (Level III)	\$115.08	\$118.53	\$122.09	\$125.75	\$129.52
7	B17	132-51	Business Process Engineer (Level II) *	\$123.71	\$127.42	\$131.24	\$135.18	\$139.24
8	B18	132-51	Business Process Engineer (Level III) *	\$152.26	\$156.83	\$161.53	\$166.38	\$171.37
9	D36	132-51	Database Management Specialist (Level II)	\$69.52	\$71.61	\$73.75	\$75.97	\$78.25
10	D37	132-51	Database Management Specialist (Level III)	\$84.12	\$86.64	\$89.24	\$91.92	\$94.68
11	D50	132-51	Documentation Specialist *	\$80.12	\$82.52	\$85.00	\$87.55	\$90.18
12	E25	132-51	Engineer (Level II) *	\$100.32	\$103.33	\$106.43	\$109.62	\$112.91
13	E26	132-51	Engineer (Level III) *	\$110.72	\$114.04	\$117.46	\$120.99	\$124.62
14	F3	132-51	Facilitator *	\$92.97	\$95.76	\$98.63	\$101.59	\$104.64
15	F10	132-51	Financial Analyst (Level I) *	\$73.25	\$75.45	\$77.71	\$80.04	\$82.44
16	F11	132-51	Financial Analyst (Level II) *	\$90.62	\$93.34	\$96.14	\$99.02	\$101.99
17	F12	132-51	Financial Analyst (Level III) *	\$112.45	\$115.82	\$119.30	\$122.88	\$126.56
18	F13	132-51	Financial Analyst (Level IV) *	\$135.85	\$139.93	\$144.12	\$148.45	\$152.90
19	F18	132-51	Functional Analyst (Level III) *	\$125.46	\$129.22	\$133.10	\$137.09	\$141.21
20	F19	132-51	Functional Expert Consultant (Level I) *	\$95.37	\$98.23	\$101.18	\$104.21	\$107.34
21	F20	132-51	Functional Expert Consultant (Level II) *	\$159.69	\$164.48	\$169.42	\$174.50	\$179.73
22	F21	132-51	Functional Expert Consultant (Level III) *	\$211.69	\$218.04	\$224.58	\$231.32	\$238.26
23	F22	132-51	Functional Expert Consultant (Level IV) *	\$228.85	\$235.72	\$242.79	\$250.07	\$257.57
24	F23	132-51	Functional Expert Consultant (Level V) *	\$257.45	\$265.17	\$273.13	\$281.32	\$289.76
25	H2	132-51	Hardware Engineer (Level I)	\$73.97	\$76.19	\$78.47	\$80.83	\$83.25
26	H8	132-51	Help Desk Manager	\$100.82	\$103.84	\$106.96	\$110.17	\$113.47
27	H11	132-51	Help Desk Specialist (Level III)	\$82.16	\$84.62	\$87.16	\$89.78	\$92.47
28	I1	132-51	Information Engineer (Level I)	\$76.56	\$78.86	\$81.22	\$83.66	\$86.17
29	I2	132-51	Information Engineer (Level II)	\$84.12	\$86.64	\$89.24	\$91.92	\$94.68
30	I3	132-51	Information Engineer (Level III)	\$119.89	\$123.49	\$127.19	\$131.19	\$134.94
31	I5	132-51	Information Specialist (Level II)	\$84.12	\$86.64	\$89.24	\$91.92	\$94.68
32	I6	132-51	Information Specialist (Level III)	\$119.89	\$123.49	\$127.19	\$131.01	\$134.94
33	I13	132-51	Information Technology Analyst (Level I)	\$69.52	\$71.61	\$73.75	\$75.97	\$78.25
34	I14	132-51	Information Technology Analyst (Level II)	\$76.56	\$78.86	\$81.22	\$83.66	\$86.17
35	I15	132-51	Information Technology Analyst (Level III)	\$84.12	\$86.64	\$89.24	\$91.92	\$94.68
36	I16	132-51	Information Technology Architect (Level I)	\$76.56	\$78.86	\$81.22	\$83.66	\$86.17
37	I17	132-51	Information Technology Architect (Level II)	\$100.82	\$103.84	\$106.96	\$110.17	\$113.47
38	I18	132-51	Information Technology Architect (Level III)	\$141.67	\$145.92	\$150.30	\$154.81	\$159.45

Item #	CALNET Labor Cross Reference	IT 70 SINS	Skill Category	Contract Years				
				10/20/06 – 10/19/07	10/20/07 – 10/19/08	10/20/08 – 10/19/09	10/20/09 – 10/19/10	10/20/10 – 10/19/11
				Contractor Site	Contractor Site	Contractor Site	Contractor Site	Contractor Site
39	I27	132-51	Information Technology Generalist (Level I)	\$69.52	\$71.61	\$73.75	\$75.97	\$78.25
40	I28	132-51	Information Technology Generalist (Level II)	\$79.28	\$81.66	\$84.11	\$86.63	\$89.23
41	I29	132-51	Information Technology Manager	\$164.45	\$169.38	\$174.47	\$179.70	\$185.09
42	I31	132-51	Information Technology Researcher (Level II)	\$101.87	\$104.93	\$108.07	\$111.32	\$114.66
43	I33	132-51	Information Technology Security Analyst (Level I)	\$100.82	\$103.84	\$106.96	\$110.17	\$113.47
44	I35	132-51	Information Technology Security Analyst (Level III)	\$119.89	\$123.49	\$127.19	\$131.01	\$134.94
45	I50	132-51	Intranet Applications Specialist, Sr. - Web	\$141.67	\$145.92	\$150.30	\$154.81	\$159.45
46	N9	132-51	Network Engineer (Level II)	\$108.87	\$112.14	\$115.50	\$118.97	\$122.53
47	O6	132-51	Operations Research Analyst (Level III) *	\$137.22	\$141.34	\$145.58	\$149.94	\$154.44
48	P29	132-51	Program Administration Specialist *	\$76.56	\$78.86	\$81.22	\$83.66	\$86.17
49	P31	132-51	Program Manager (Level II) *	\$141.67	\$145.92	\$150.30	\$154.81	\$159.45
50	P32	132-51	Program Manager (Level III) *	\$166.65	\$171.65	\$176.80	\$182.10	\$187.57
51	P33	132-51	Programmer (Level I)	\$79.24	\$81.62	\$84.07	\$86.59	\$89.19
52	P35	132-51	Programmer (Level III)	\$115.49	\$118.95	\$122.52	\$126.20	\$129.99
53	P37	132-51	Programmer (Level V)	\$140.82	\$145.04	\$149.40	\$153.88	\$158.49
54	P44	132-51	Project Control Specialist *	\$84.12	\$86.64	\$89.24	\$91.92	\$94.68
55	P53	132-51	Project Manager (Level III) *	\$136.84	\$140.95	\$145.17	\$149.53	\$154.01
56	P55	132-51	Project Manager (Level V) *	\$149.56	\$154.05	\$158.67	\$163.43	\$168.33
57	Q2	132-51	Quality Assurance Analyst (Level II) *	\$100.82	\$103.84	\$106.96	\$110.17	\$113.47
58	Q5	132-51	Quality Assurance Manager *	\$143.70	\$148.01	\$152.45	\$157.02	\$161.74
59	S23	132-51	Subject Matter Expert (Level I) *	\$119.89	\$123.49	\$127.19	\$131.01	\$134.94
60	S24	132-51	Subject Matter Expert (Level II) *	\$141.67	\$145.92	\$150.30	\$154.81	\$159.45
61	S25	132-51	Subject Matter Expert (Level III) *	\$166.65	\$171.65	\$176.80	\$182.10	\$187.57
62	T16	132-51	Technical Writer (Level I) *	\$64.40	\$66.33	\$68.32	\$70.37	\$72.48
63	T18	132-51	Technical Writer (Level III) *	\$98.84	\$101.81	\$104.86	\$108.01	\$111.25
64	T24	132-51	Telecommunications Analyst (Level II) *	\$108.02	\$111.26	\$114.60	\$118.04	\$121.58
65	T28	132-51	Telecommunications Engineer (Level III) *	\$107.07	\$110.28	\$113.59	\$117.00	\$120.51
66	T30	132-51	Telecommunications Engineer (Level V) *	\$146.52	\$150.92	\$155.44	\$160.11	\$164.91
67	T31	132-51	Telecommunications Manager *	\$144.68	\$149.02	\$153.49	\$158.10	\$162.84
68	T33	132-51	Telecommunications Specialist (Level II) *	\$69.52	\$71.61	\$73.75	\$75.97	\$78.25
69	T60	132-51	Training Manager *	\$119.89	\$123.49	\$127.19	\$131.01	\$134.94
70	T62	132-51	Training Specialist (Level II) *	\$84.12	\$86.64	\$89.24	\$91.92	\$94.68
71	T63	132-51	Training Specialist (Level III) *	\$100.82	\$103.84	\$106.96	\$110.17	\$113.47
72	W12	132-51	Web Software Developer, Sr.	\$127.32	\$131.14	\$135.07	\$139.13	\$143.30

\* All labor categories must be offered in conjunction with IT professional services; labor category cannot be sold separately.

Government Site Labor Rates Option Period (October 20, 2006 through October 19, 2011), ALL SINs.

Item #	CALNET Labor Cross Reference	IT 70 SINs	Skill Category	Contract Years				
				10/20/06 – 10/19/07	10/20/07 – 10/19/08	10/20/08 – 10/19/09	10/20/09 – 10/19/10	10/20/10 – 10/19/11
				Government Site	Government Site	Government Site	Government Site	Government Site
1	A7	132-51	Administrative Support (Level II) *	\$51.80	\$53.35	\$54.95	\$56.60	\$58.30
2	A8	132-51	Administrative Support (Level III) *	\$56.60	\$58.30	\$60.05	\$61.85	\$63.70
3	A12	132-51	Applications Engineer (Level III)	\$105.80	\$108.97	\$112.24	\$115.61	\$119.08
4	A17	132-51	Applications Engineering Manager (Level III)	\$164.95	\$169.90	\$175.00	\$180.25	\$185.65
5	A20	132-51	Applications Programmer (Level II)	\$80.63	\$83.05	\$85.54	\$88.11	\$90.75
6	A21	132-51	Applications Programmer (Level III)	\$101.27	\$104.31	\$107.44	\$110.66	\$113.98
7	B17	132-51	Business Process Engineer (Level II) *	\$108.86	\$112.13	\$115.49	\$118.95	\$122.52
8	B18	132-51	Business Process Engineer (Level III) *	\$133.99	\$138.01	\$142.15	\$146.41	\$150.81
9	D36	132-51	Database Management Specialist (Level II)	\$61.18	\$63.02	\$64.91	\$66.85	\$68.86
10	D37	132-51	Database Management Specialist (Level III)	\$74.03	\$76.25	\$78.54	\$80.89	\$83.32
11	D50	132-51	Documentation Specialist *	\$70.51	\$72.63	\$74.80	\$77.05	\$79.36
12	E25	132-51	Engineer (Level II) *	\$88.28	\$90.93	\$93.66	\$96.47	\$99.36
13	E26	132-51	Engineer (Level III) *	\$97.43	\$100.35	\$103.36	\$106.46	\$109.66
14	F3	132-51	Facilitator *	\$81.81	\$84.26	\$86.79	\$89.40	\$92.08
15	F10	132-51	Financial Analyst (Level I) *	\$64.46	\$66.39	\$68.39	\$70.44	\$72.55
16	F11	132-51	Financial Analyst (Level II) *	\$79.75	\$82.14	\$84.61	\$87.14	\$89.76
17	F12	132-51	Financial Analyst (Level III) *	\$98.96	\$101.93	\$104.99	\$108.99	\$111.38
18	F13	132-51	Financial Analyst (Level IV) *	\$119.55	\$123.14	\$126.83	\$130.64	\$134.55
19	F18	132-51	Functional Analyst (Level III) *	\$110.40	\$113.71	\$117.12	\$120.64	\$124.26
20	F19	132-51	Functional Expert Consultant (Level I) *	\$83.92	\$86.44	\$89.03	\$91.70	\$94.45
21	F20	132-51	Functional Expert Consultant (Level II) *	\$140.53	\$144.75	\$149.09	\$153.56	\$158.17
22	F21	132-51	Functional Expert Consultant (Level III) *	\$186.29	\$191.88	\$197.64	\$203.56	\$209.67
23	F22	132-51	Functional Expert Consultant (Level IV) *	\$201.39	\$207.43	\$213.65	\$220.06	\$226.67
24	F23	132-51	Functional Expert Consultant (Level V) *	\$226.56	\$233.36	\$240.36	\$247.57	\$255.00
25	H2	132-51	Hardware Engineer (Level I)	\$65.09	\$67.04	\$69.05	\$71.13	\$73.26
26	H8	132-51	Help Desk Manager	\$88.72	\$91.38	\$94.12	\$96.95	\$99.86
27	H11	132-51	Help Desk Specialist (Level III)	\$72.30	\$74.47	\$76.70	\$79.00	\$81.37
28	I1	132-51	Information Engineer (Level I)	\$67.38	\$69.40	\$71.48	\$73.63	\$75.84
29	I2	132-51	Information Engineer (Level II)	\$74.03	\$76.25	\$78.54	\$80.89	\$83.32
30	I3	132-51	Information Engineer (Level III)	\$105.50	\$108.67	\$111.92	\$115.28	\$118.74
31	I5	132-51	Information Specialist (Level II)	\$74.03	\$76.25	\$78.54	\$80.89	\$83.32
32	I6	132-51	Information Specialist (Level III)	\$105.50	\$108.67	\$111.92	\$115.28	\$118.74
33	I13	132-51	Information Technology Analyst (Level I)	\$61.18	\$63.02	\$64.91	\$66.85	\$68.86
34	I14	132-51	Information Technology Analyst (Level II)	\$67.38	\$69.40	\$71.48	\$73.63	\$75.84
35	I15	132-51	Information Technology Analyst (Level III)	\$74.03	\$76.25	\$78.54	\$80.89	\$83.32
36	I16	132-51	Information Technology Architect (Level I)	\$67.38	\$69.40	\$71.48	\$73.63	\$75.84
37	I17	132-51	Information Technology Architect (Level II)	\$88.72	\$91.38	\$94.12	\$96.95	\$99.86
38	I18	132-51	Information Technology Architect (Level III)	\$124.67	\$128.41	\$132.26	\$136.23	\$140.32
39	I27	132-51	Information Technology Generalist (Level I)	\$61.18	\$63.02	\$64.91	\$66.85	\$68.86
40	I28	132-51	Information Technology Generalist (Level II)	\$69.77	\$71.86	\$74.02	\$76.24	\$78.53
41	I29	132-51	Information Technology Manager	\$144.72	\$149.06	\$153.53	\$158.14	\$162.88
42	I31	132-51	Information Technology Researcher (Level II)	\$89.65	\$92.34	\$95.11	\$97.96	\$100.90

Item #	CALNET Labor Cross Reference	IT 70 SINS	Skill Category	Contract Years				
				10/20/06 – 10/19/07	10/20/07 – 10/19/08	10/20/08 – 10/19/09	10/20/09 – 10/19/10	10/20/10 – 10/19/11
				Government Site	Government Site	Government Site	Government Site	Government Site
43	I33	132-51	Information Technology Security Analyst (Level I)	\$88.72	\$91.38	\$94.12	\$96.95	\$99.86
44	I35	132-51	Information Technology Security Analyst (Level III)	\$105.50	\$108.67	\$111.92	\$115.28	\$118.74
45	I50	132-51	Intranet Applications Specialist, Sr. - Web	\$124.67	\$128.41	\$132.26	\$136.23	\$140.32
46	N9	132-51	Network Engineer (Level II)	\$95.80	\$98.67	\$101.63	\$104.68	\$107.82
47	O6	132-51	Operations Research Analyst (Level III) *	\$120.75	\$124.37	\$128.10	\$131.95	\$135.91
48	P29	132-51	Program Administration Specialist *	\$67.38	\$69.40	\$71.48	\$73.63	\$75.84
49	P31	132-51	Program Manager (Level II) *	\$124.67	\$128.41	\$132.26	\$136.23	\$140.32
50	P32	132-51	Program Manager (Level III) *	\$146.65	\$161.05	\$155.58	\$160.25	\$165.06
51	P33	132-51	Programmer (Level I)	\$69.73	\$71.82	\$73.98	\$76.20	\$78.48
52	P35	132-51	Programmer (Level III)	\$101.63	\$104.68	\$107.82	\$111.05	\$114.39
53	P37	132-51	Programmer (Level V)	\$123.92	\$127.64	\$131.47	\$135.41	\$139.47
54	P44	132-51	Project Control Specialist *	\$74.03	\$76.25	\$78.54	\$80.89	\$83.32
55	P53	132-51	Project Manager (Level III) *	\$120.42	\$124.03	\$127.75	\$131.59	\$135.53
56	P55	132-51	Project Manager (Level V) *	\$131.61	\$135.56	\$139.63	\$143.81	\$148.13
57	Q2	132-51	Quality Assurance Analyst (Level II) *	\$88.72	\$91.38	\$94.12	\$96.95	\$99.86
58	Q5	132-51	Quality Assurance Manager *	\$126.45	\$130.24	\$134.15	\$138.18	\$142.32
59	S23	132-51	Subject Matter Expert (Level I) *	\$105.50	\$108.67	\$111.92	\$115.28	\$118.74
60	S24	132-51	Subject Matter Expert (Level II) *	\$124.67	\$128.41	\$132.26	\$136.23	\$140.32
61	S25	132-51	Subject Matter Expert (Level III) *	\$146.65	\$151.05	\$155.58	\$160.25	\$165.06
62	T16	132-51	Technical Writer (Level I) *	\$56.67	\$58.37	\$60.12	\$61.92	\$63.78
63	T18	132-51	Technical Writer (Level III) *	\$86.98	\$89.59	\$92.28	\$95.05	\$97.90
64	T24	132-51	Telecommunications Analyst (Level II) *	\$95.06	\$97.91	\$100.85	\$103.87	\$106.99
65	T28	132-51	Telecommunications Engineer (Level III) *	\$94.22	\$97.05	\$99.96	\$102.96	\$106.05
66	T30	132-51	Telecommunications Engineer (Level V) *	\$128.94	\$132.81	\$136.79	\$140.90	\$145.12
67	T31	132-51	Telecommunications Manager *	\$127.32	\$131.14	\$135.07	\$139.07	\$143.30
68	T33	132-51	Telecommunications Specialist (Level II) *	\$61.18	\$63.02	\$64.91	\$66.85	\$68.86
69	T60	132-51	Training Manager *	\$105.50	\$108.67	\$111.92	\$115.28	\$118.74
70	T62	132-51	Training Specialist (Level II) *	\$74.03	\$76.25	\$78.54	\$80.89	\$83.32
71	T63	132-51	Training Specialist (Level III) *	\$88.72	\$91.38	\$94.12	\$96.85	\$99.86
72	W12	132-51	Web Software Developer, Sr.	\$112.22	\$115.59	\$119.05	\$122.63	\$126.30

\* All labor categories must be offered in conjunction with IT professional services; labor category cannot be sold separately.

## Appendix B – Labor Descriptions

<b>1.</b>	<b>Administrative/Clerical - Level II</b>
Description:	<p>Coordinate and execute schedules and activities such as conference scheduling and set-up, MDDC Booth Set-up, etc. Provide design and spreadsheet data entry. Support the design of administrative procedures and processes. Provides daily IT administrative support. Generates WORD documents for the office. Researches and identifies data required for a various amount of IT information which could require formatting into a document. Draft correspondence. Provide quality assurance on the administrative control of large document productions. Uses Microsoft packages for spreadsheets and desktop publishing for use in creating a Variety of reports on IT subjects, e.g. hardware inventory, software utilization, and hardware cost depreciation reports. Able to train others in the document development process. Responsible for being able to prepare and edit simple documents and briefings. Work with limited supervision and direction. Required to use judgment and initiative in problem solving.</p>
Minimum Experience:	5 - 10 Years of Professional Experience
Minimum Education:	High School Diploma/Associate Degree
<b>2.</b>	<b>Administrative/Clerical - Level III</b>
Description:	<p>Coordinate and execute schedules and activities such as conference scheduling and set-up, MDDC Booth Set-up, etc. Provide design and spreadsheet data entry. Support the design of administrative procedures and processes. Provides daily IT administrative support. Generates WORD documents for the office. Researches and identifies data required for a various amount of IT information which could require formatting into a document. Draft correspondence. Provide quality assurance on the administrative control of large document productions. Uses Microsoft packages for spreadsheets and desktop publishing for use in creating a Variety of reports on IT subjects, e.g. hardware inventory, software utilization, and hardware cost depreciation reports. Able to train others in the document development process. Responsible for being able to prepare and edit simple documents and briefings. Work with limited supervision and direction. Required to use judgment and initiative in problem solving.</p>
Minimum Experience:	10+ Years of Professional Experience
Minimum Education:	Associate Degree/Bachelors Degree
<b>3.</b>	<b>Applications Engineer (Level III)</b>
Description:	<p>Analyzes and studies complex system requirements. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer-Aided Software Engineering (CASE) tools. Estimates software development costs and schedule. Reviews existing programs and assists in making refinements, reducing operating time and improving current techniques. Supervises software configuration management. Researches, collects, and reports information on the ability and capacity of company products and competing equipment. Aids in the design and development of equipment and systems, and redesign of existing systems to fulfill the needs of customers. Responsibilities also include providing equipment functionality and capability reports to the sales force, and acting as technical liaison to the sales team. 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 complex tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager.</p>
Minimum Experience:	4 - 6 years as Applications Engineer.
Minimum Education:	Bachelors Degree

<b>4.</b>	<b>Applications Engineering Manager (Level III)</b>
Description:	Manages applications engineering team who research, collect and report information on the ability and capacity of company products and competing equipment. Oversees and contributes to the design and development of equipment and systems or redesign to existing equipment to fulfill the needs of customers. Ensures projects are completed on time and within budget. Acts as advisor to applications engineering team regarding projects, tasks, and operations. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of complex tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to head of a unit/department.
Minimum Experience:	8+ years experience in the field or in a related area.
Minimum Education:	Bachelors Degree
<b>5.</b>	<b>Applications Programmer (Level II)</b>
Description:	Under general supervision, assists in preparing specifications and user requirements. Encodes, tests, debugs, and documents programs for relatively straightforward or small projects. May assist programmer/analysts on more complex projects. Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs and refines the computer software to produce the required product. Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Knowledgeable in programming of third and fourth generation database languages (such as Speed II, PACE, COBOL, C, C++, etc.) or 4 GL/Database (e.g., FOCUS, Power Builder) or Web-based (e.g., Java, HTML) or ERP (e.g., SAP, PeopleSoft). Provides technical direction to programmers to ensure program deadlines are met. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers to ensure program deadlines are met.
Minimum Experience:	Associates Degree / Vocational Training
Minimum Education:	3 - 6 years
<b>6.</b>	<b>Applications Programmer (Level III)</b>
Description:	Prepares specifications and programs of a highly technical or complex nature. Assists Systems Analysts/Programmers with application or technical problems. Senior level position requiring advanced technical knowledge in all areas of applications programming, system design, and update, storage, and retrieval methods. Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Knowledgeable in programming of third and fourth generation database languages (such as Speed II, PACE, COBOL, C, C++, etc.) or 4 GL/Database (e.g., FOCUS, Power Builder) or Web-based (e.g., Java, HTML) or ERP (e.g., SAP, PeopleSoft). Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers to ensure program deadlines are met. Translates detailed design into computer software. Tests, debugs and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers to ensure program deadlines are met.



met.  
 Minimum Experience: 6+ years  
 Minimum Education: Bachelors Degree

**7. Business Process Engineer (Level II)**

**Description:** Applies process improvement and reengineering methodologies and principles to conduct process modernization projects. Responsible for effective transitioning of existing project teams and the facilitation of project teams in the accomplishment of project activities and objectives. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts. Provides daily supervision and direction to Business Process Reengineering Specialist. Responsible for facilitating process innovation, strategic planning, competitive analysis, and other corporate initiatives. Analyzes, presents alternatives, makes recommendations and provides assistance for resolving business issues confronting City Management in the areas of planning, performance, and business process reengineering and/or improvement.

**Minimum Experience:** 4 - 8 years experience in Business Process Engineering.  
**Minimum Education:** Bachelor Degree in Business or Information Systems or other related field

**8. Business Process Engineer (Level III)**

**Description:** facilitation, interviewing, training, and provides additional forms of knowledge transfer. Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts. Provides daily supervision and direction to Business Process Reengineering Specialist. Responsible for facilitating process innovation, strategic planning, competitive analysis, and other corporate initiatives. Analyzes, presents alternatives, makes recommendations and provides assistance for resolving business issues confronting City Management in the areas of planning, performance, and business process reengineering and/or improvement. Other related duties may be assigned.

1. Leads multiple, cross- functional and/or cross-departmental projects and initiatives
2. Advises COA Executive Management team in defining and identifying key measures and performance targets
3. Develops solutions to critical business issues and presents alternatives to COA Executive Management
4. Communicates project status to sponsors, stakeholders
5. Responsible for creating/revising models and methodologies, which support consulting services
6. Defines and directs complex data analysis
7. Develops project work plans and performs project management

**Minimum Experience:** 8+ years experience in Business Process Engineering.  
**Minimum Education:** Bachelor Degree in Business or Information Systems or other related field and PMI PMP Certification if leading projects.

**9. Database Management Specialist (Level II)**

**Description:** Manages the development of database projects. Plans and budgets staff and data base resources. When necessary, reallocates resources to maximize benefits. Prepares and delivers presentations on database management systems (DBMS) concepts. Provides daily supervision and direction to support staff.

**Minimum Experience:** 3 - 6 years experinence as DB Management Specialist.  
**Minimum Education:** Bachelors Degree with training in at least one major database such as Oracle, Sybase, etc.

**10. Database Management Specialist (Level III)**

**Description:** Manages the development of database projects. Plans and budgets staff and data base resources. When necessary, reallocates resources to maximize benefits. Prepares and delivers presentations on database management systems (DBMS) concepts. Provides daily supervision and direction to support staff.

**Minimum Experience:** 6+ years experience as DB Management Specialist.

**Minimum Education:** Bachelors with training in at least one major database such as Oracle, Sybase, etc.

**11. Documentation Specialist**

**Description:** Responsible for clerical duties related to technical documentation of procedures and practices. Ensures proper upkeep of technical documents. 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. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor.

**Minimum Experience:** 0 - 2 years experience in the field or other related area.

**Minimum Education:** High School Diploma / GED / Vocational Training / Associates Degree

**12. Engineer (Level II)**

**Description:** 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. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. Typically reports to a supervisor or manager.

**Minimum Experience:** 2 - 4 years experience in the field or other related area.

**Minimum Education:** Bachelors Degree

**13. Engineer (Level III)**

**Description:** 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. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. Typically reports to a supervisor or manager.

**Minimum Experience:** 4 - 6 years experience in the field or other related area.

**Minimum Education:** Bachelors Degree

**14. Facilitator**

**Description:** Provides structure and ensures progression of working groups and teams by maintaining focus and avoiding unnecessary digression. Works closely with group members to enhance team building, communication, interpersonal relations, meetings, and decision-making. Provides support for task teams involved in quality and process improvement projects. This labor category is offered only in conjunction with IT Professional labor categories.

**Minimum Experience:** 3 years relevant experience.

**Minimum Education:** Bachelors Degree

**15. Financial Analyst (Level I)**

**Description:** Analyzes financial data, compiles reports and prepares recommendations to management.

Develops business plans and forecasts budget comparisons, profit analysis, and other financial reports.

Minimum Experience: 0 - 2 years of relevant accounting experience

Minimum Education: Bachelors in Accounting

**16. Financial Analyst (Level II)**

Description: Analyzes complex financial data and compiles reports. Performs Functional Economic Analysis (FEA) to evaluate the costs of alternative ways to accomplish functional objectives. The FEA states investment costs, benefits and risks as a net change to the functional baseline cost, the cost of doing business now and in the future. Ensures that cross-functional, security and other integration issues are addressed. Provides recommendations to management for establishing and achieving profit objectives. Assesses alternatives and overall financial performance to suggest appropriate course of action. May train or mentor junior staff.

Minimum Experience: 2 - 4 years of relevant accounting experience

Minimum Education: Bachelors Degree in Accounting

**17. Financial Analyst (Level III)**

Description: Analyzes complex financial data and compiles reports. Performs Functional Economic Analysis (FEA) to evaluate the costs of alternative ways to accomplish functional objectives. The FEA states investment costs, benefits and risks as a net change to the functional baseline cost, the cost of doing business now and in the future. Ensures that cross-functional, security and other integration issues are addressed. Provides recommendations to management for establishing and achieving profit objectives. Assesses alternatives and overall financial performance to suggest appropriate course of action. May train or mentor junior staff. This is a senior level.

Minimum Experience: 4 - 7 years of relevant accounting experience

Minimum Education: Bachelors in Accounting

**18. Financial Analyst (Level IV)**

Description: Compiles and analyzes financial information for an organization. Develops integrated revenue/expense analyses, projections, reports, and presentations. Creates and analyzes monthly, quarterly, and annual reports and ensures financial information has been recorded accurately. Identifies trends and developments in competitive environments and presents findings to senior management. Performs Functional Economic Analysis (FEA) to evaluate the costs of alternative ways to accomplish functional objectives. The FEA states investment costs, benefits and risks as a net change to the functional baseline cost, the cost of doing business now and in the future. Ensures that cross-functional, security and other integration issues are addressed. Performs financial forecasting and reconciliation of internal accounts. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager.

Minimum Experience: 7+ years of relevant accounting experience

Minimum Education: Bachelors Degree in Accounting

**19. Functional Analyst (Level III)**

Description: Must be able to analyze the needs associated with Information Systems security and be able to determine cross-functional requirements with other Organizational Departments and Offices. In that capacity, the individual must be able to coordinate available resources, manage scheduling conflicts, establish and coordinate criticality and prioritization of IT projects. Analyze user needs to determine functional and cross-functional requirements. Performs functional allocation to

identify required tasks and their interrelationships. Identifies resources required for each task. The candidate must be knowledgeable with MS-Project to the extent of managing projects and tracking deliverables. The candidate must have sufficient communications skills to the extent that s/he can comfortably make presentations to upper management on various project progress reports. Candidate must be comfortable in use of PowerPoint, Visio, Excel, and other Microsoft tools to make these presentations.

Minimum Experience: 6+ years Functional Analyst experience; Project Management Professional (PMP) certification from PMI

Minimum Education: Bachelors Degree (Computer Science, Information Systems or related)

**20. Functional Expert Consultant (Level I)**

Description: Responsible for the support of the sales representatives by providing technical knowledge to clients and potential clients. Provides support in both pre- and post-sale by attending presentations, product demonstrations, and installations/implementations. 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.

Minimum Experience: 0-3 years of experience in the field or in a related area.

Minimum Education: Bachelor's Degree in area of specialty.

**21. Functional Expert Consultant (Level II)**

Description: Responsible for the support of the sales representatives by providing technical knowledge to clients and potential clients. Provides support in both pre- and post-sale by attending presentations, product demonstrations, and installations/implementations. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited 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. Typically reports to a supervisor or manager.

Minimum Experience: 3 - 5 years of experience in the field or in a related area.

Minimum Education: Bachelor's Degree in area of specialty.

**22. Functional Expert Consultant (Level III)**

Description: Responsible for the support of the sales representatives by providing technical knowledge to clients and potential clients. Provides support in both pre- and post-sale by attending presentations, product demonstrations, and installations/implementations. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.

Minimum Experience: 5 - 7 years of experience in the field or in a related area.

Minimum Education: Bachelor's Degree in area of specialty.

**23. Functional Expert Consultant (Level IV)**

Description: Responsible for the support of the sales representatives by providing technical knowledge to clients and potential clients. Provides support in both pre- and post-sale by attending presentations, product demonstrations, and installations/implementations. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.



Minimum Experience: 7 - 9 years of experience in the field or in a related area.

Minimum Education: Bachelor's Degree in area of specialty.

**24. Functional Expert Consultant (Level V)**

Description: Responsible for the support of the sales representatives by providing technical knowledge to clients and potential clients. Provides support in both pre- and post-sale by attending presentations, product demonstrations, and installations/implementations. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.

Minimum Experience: 9+ years of experience in the field or in a related area.

Minimum Education: Bachelor's Degree in area of specialty.

**25. Hardware Engineer (Level I)**

Description: Provides analysis related to the design, development, and implementation of hardware for products. Develops test strategies, devices, and systems. Performs stress and performance tests on a variety of computer hardware including circuit boards, processors and wiring. 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.

Minimum Experience: 0 - 2 years experience in the field or other related area.

Minimum Education: Bachelors Degree

**26. Help Desk Manager**

Description: Manages a team of support personnel who troubleshoot IT issues. Provides overall management and direction to staff who are responsible for phone and in-person support to users in the areas of email, business desktop applications, and other network services. Provides daily supervision and direction to staff who are responsible for phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications and applications developed or deployed under this contract. Can develop and support Service Level Agreements (SLAs) successfully. Manages personnel who serve as the first point of contact for troubleshooting PC hardware and software problems, printing problems, and basic network problems. Acts as the client's point of contact. Customer service and communication skills are essential. Implements policies and procedures regarding how problems are identified, received, documented, distributed, and corrected. Ensures maximum issue resolutions in minimum time. Evaluates new information systems products or services and suggests changes to existing products or services to better aide the end user. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to head of a unit/department.

Minimum Experience: 2+ years as Help Desk Supervisor.

Minimum Education: Associate Degree or Vocational Training

**27. Help Desk Specialist (Level III)**

Description: Responds to inquiries and requests for assistance with the organization's computer systems or PC's. Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors.

Serves as the initial point of contact for troubleshooting hardware/software PC and printer problems. Identifies problems, troubleshoots and provides advice to assist users. Coordinates with other IS areas to resolve problems if necessary. May operate in a mainframe and/or microcomputer environment.

Minimum Experience: 3+ years as Help Desk Specialist or 5+ years as PC hardware/software Technician or Specialist.  
Minimum Education: High School Diploma, GED, Vocational Training

**28. Information Engineer (Level I)**

**Description:** Under general direction, applies specialization within a line of business to provide programming and technical leadership in support of customer needs, develops, codes, tests, and implements computer programs and subsystems utilizing multiple programming languages. Leads subsystem design and participates in system design projects, assists on coding, testing, implementation, and documentation projects. Participates in implementations, major system upgrades or enhancements, and conversions. Interfaces with customers to define system requirements and priorities. Analyzes and assists others in resolving production problems, supports business studies, costing and feasibility studies and proposal preparation efforts.

Minimum Experience: 4 - 6 years Applications Programming, Applications Analyst, or related experience.  
Minimum Education: Bachelors Degree (Computer Science, Information Systems, Other related fields)

**29. Information Engineer (Level II)**

**Description:** Under broad direction, designs and implements data processing systems which meet customer business needs, leads and participates in system design teams. Plans, schedules and coordinates project implementations and ensures that customer requirements are met. Assists others on technical or industry-related issues. Anticipates customer problems and recommends solutions. Applies business process improvement practices to reengineer methodologies/ principles and business process modernization projects. Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assist in establishing standards for information systems procedures. Leads major portions of large or medium projects, and leads small projects autonomously. Gathers facts through research, interviewing, surveys, etc. analyzes the client's business, draws conclusions, prepares final reports and gives presentations. Uses in-depth consultative skills and business knowledge to practice business objectives and processes. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems. Constructs sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and open system architecture objectives. Provides daily supervision and direction to staff.

Minimum Experience: 6 - 8 years Applications Programming, Applications Analyst, or related experience.  
Minimum Education: Bachelors Degree (Computer Science, Information Systems, Other related fields); Masters Degree Preferred

**30. Information Engineer (Level III)**

**Description:** 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. Utilizes performance analysis to predict performance trends, and identify unique and systemic performance anomalies. Provides specialized knowledge of systems operations, risk management principals, and leading edge industry technologies to develop enterprise level migration and consolidation plans that result in minimum risk, optimum performance solutions. Interfaces with all levels of IT customer and operations staff. 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. Has experience with such methodologies as IDEF 0 process modeling and IDEF 1x data modeling. Provides technical guidance in software engineering techniques and system. Plans, schedules and coordinates project implementations and ensures that customer requirements are met. Assists others on technical or industry-related issues. Anticipates customer problems and recommends solutions. Applies business process improvement practices to reengineer methodologies/principles and business process modernization projects. Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assist in establishing standards for information systems procedures. Leads major portions of large or medium projects, and leads small projects autonomously. Gathers facts through research, interviewing, surveys, etc. analyzes the client's business, draws conclusions, prepares final reports and gives presentations. Uses in-depth consultative skills and business knowledge to practice business objectives and processes. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems. Constructs sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and open system architecture objectives. Provides daily supervision and direction to staff.

Minimum Experience: 8+ years Applications Programming, Applications Analyst, or related experience.  
 Minimum Education: Bachelors Degree (Computer Science, Information Systems, Other related fields); Masters Degree Preferred.

**31. Information Specialist (Level I)**

Description: Under supervision applies information management techniques and practices in support of business process improvement and business process modernization projects. Applies reverse engineering and reengineering disciplines to develop activity and data modeling, transaction flow analysis to document existing processes. Uses such methodologies as IDEFO process modeling and IDEFIX data modeling. Develops and applies organization-wide information models for use in assisting the design of integrated, shared software and database management systems. Participates in the construction of sound, logical business improvement opportunities consistent with corporate information management guiding principles, cost savings, and open system architecture objectives. Analyzes functional business applications and design specifications for functional activities for the object/entity types that will be required in the Platinum data repository schema. Assists users in their use of the repository. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer.

Minimum Experience: 4+ years general IT experience.  
 Minimum Education: Bachelors Degree

**32. Information Specialist (Level III)**

Description: Applies information management techniques and practices in support of business process improvement and business process modernization projects. Applies reverse engineering and reengineering disciplines to develop activity and data modeling, transaction flow analysis to document existing processes. Uses such methodologies as IDEFO process modeling and IDEFIX data modeling. Develops and applies organization-wide information models for use in assisting the design of integrated, shared software and database management systems. Participates in the construct of sound, logical business improvement opportunities consistent with corporate information management guiding principles, cost savings, and open system architecture objectives. Analyzes functional business applications and design specifications for functional activities for the object/entity types that will be required in the Platinum data repository schema. Assists users in their use of the repository. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer.

Minimum 5+ years experience as Information Specialist

Experience:

Minimum

Education:

Bachelors Degree

**33. Information Technology Analyst (Level I)**

Description:

Significant accomplishment as an expert in large integrated systems. Experience with several ADP architectures and platforms in an integrated environment. Stays current with advances in information technology. Analyzes information requirements. Evaluates analytically and systematically problems of workflows, organization, and planning and assists Senior Computer Systems Analyst and Computer Systems Analyst develop appropriate corrective action. Help develop plans for automated information systems from project inception to conclusion. Defines the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs and tests. Under the supervision of a Senior Computer Systems Analyst or a Computer Systems Analyst coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions. Assists in the analysis of current and projected service maintenance personnel and facility requirements. Designs interfaces to allow incompatible equipment to function as a unified system.

Minimum

Experience:

Minimum

Education:

8 - 10 years ADP architectures and platforms.

Bachelors Degree (Computer Science, Information Systems, Other related field)

**34. Information Technology Analyst (Level II)**

Description:

Manages and implements large, complex information technology systems. Experienced in advising senior executives on effective utilization of information technology systems and reengineering to meet business objectives. Identify user requirements and describe services available or refer inquiries to other staff within installation. Provides technical support of a limited scope to users and assist them in defining and solving computing problems within well-defined areas of responsibility. Analyzes and develops computer software possessing a wide range of capabilities, including numerous engineering, business and records management functions. Develops plans for automated information systems from project inception to conclusion. Analyzes user interfaces, maintain hardware and software performance tuning, analyze workload and computer usage, maintain interfaces with outside systems, analyze downtimes, analyze proposed system modifications, upgrades and new COTS. Analyzes the problem and the information to be processed. Defines the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions. Assists in preparing documentation of supported products for other staff members and users. Assists in preparing user training materials and conduct training sessions as assigned. Perform programming tasks of limited scope to assist users.

Minimum

Experience:

Minimum

Education:

10 - 12 years ADP architectures and platforms.

Bachelors Degree (Computer Science, Information Systems, Other related field)

**35. Information Technology Analyst (Level III)**

Description:

The senior IT analyst manages the project work as defined by the client contract. Leads medium to large complex projects and major phases of very large projects. The senior consultant also manages the fact-finding, analysis and development of hypothesis/conclusions, production of final reports and delivery of presentations. Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Coordinates with the Project and/or Program Manager to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the



system concept to colleagues, subordinates, and end user representatives. Provides daily supervision and direction to support staff. Responsible for ensuring that the project delivers to client expectations on time and to budget.

Minimum Experience: 12+ years ADP architectures and platforms.

Minimum Education: Bachelors Degree (Computer Science, Information Systems, Other related field)

**36. Information Technology Architect (Level I)**

Experience with the design, execution, and oversight of large-scale information technology (IT) projects. This includes experience in the design and development of integrated enterprise-wide Commercial-Off-the-Shelf (COTS) and Government-Off-the –Shelf (GOTS) software and hardware solutions. Leads the design of complete enterprise-wide IT solutions which incorporate technical infrastructure, hardware, and software. Identifies necessary interfaces between enterprise solution applications and legacy IT environment. Support all program/project planning and milestone development. Supports business case analysis and identification of alternative solutions and resulting business impacts. Has knowledge in:

- Detailed design of complex enterprise IT solutions involving multiple COTS/GOTS applications, processing platforms, and legacy system;
- Designing and implementing enterprise IT solutions across a diverse set of processing platforms, operating systems, and network configurations;
- Detailed functional analysis and gap/fit analysis of Government-Off-the-Shelf (GOTS) and/or Commercial-Off-the-Shelf (COTS) software packages;
- Detailed migration planning and trade-off analysis;
- Functional modules of enterprise software;
- Software and system developmental and acceptance testing; and
- Legacy system interface design, development, and implementation
- Supply Chain Management, including such products as SAP, Oracle, i2, and Manugistics;
- Customers Relationship Management (CRM), including such products as Seibel, Silknet, Octane, epiphany, Broad Vision, and Quintus;
- Knowledge Management using OLAP or ROLAP software tools such as Micro Strategies;
- Networking and inter-networking with products such as Crisco;
- Electronic Commerce;
- Application outsourcing;
- JFMIP Certification of core financial software.

Minimum Experience: 4+ years IT Network Engineering, Network Analyst or other related experience.

Minimum Education: Bachelors Degree

**37. Information Technology Architect (Level II)**

Experience with the design, execution, and oversight of large-scale information technology (IT) projects. This includes experience in the design and development of integrated enterprise-wide Commercial-Off-the-Shelf (COTS) and Government-Off-the –Shelf (GOTS) software and hardware solutions. Leads the design of complete enterprise-wide IT solutions which incorporate technical infrastructure, hardware, and software. Identifies necessary interfaces between enterprise solution applications and legacy IT environment. Support all program/project planning and milestone development. Supports business case analysis and identification of alternative solutions and resulting business impacts. Has knowledge in:

- Detailed design of complex enterprise IT solutions involving multiple COTS/GOTS applications, processing platforms, and legacy system;
- Designing and implementing enterprise IT solutions across a diverse set of processing platforms, operating systems, and network configurations;
- Detailed functional analysis and gap/fit analysis of Government-Off-the-Shelf (GOTS)

- and/or Commercial-Off-the-Shelf (COTS) software packages;
- Detailed migration planning and trade-off analysis;
- Functional modules of enterprise software;
- Software and system developmental and acceptance testing; and
- Legacy system interface design, development, and implementation
- Supply Chain Management, including such products as SAP, Oracle, i2, and Manuistics;
- Customers Relationship Management (CRM), including such products as Seibel, Silknet, Octane, epiphany, Broad Vision, and Quintus;
- Knowledge Management using OLAP or ROLAP software tools such as Micro Strategies;
- Networking and inter-networking with products such as Crisco;
- Electronic Commerce;
- Application outsourcing;
- JFMIP Certification of core financial software.

Minimum Experience:  
Minimum Education:

3 - 6 years IT Architect experience.

Bachelors Degree

**38. Information Technology Architect (Level III)**

Description:

Experience with the design, execution, and oversight of large-scale information technology (IT) projects. This includes experience in the design and development of integrated enterprise-wide Commercial-Off-the-Shelf (COTS) and Government-Off-the-Shelf (GOTS) software and hardware solutions. Leads the design of complete enterprise-wide IT solutions which incorporate technical infrastructure, hardware, and software. Identifies necessary interfaces between enterprise solution applications and legacy IT environment. Establishes Network information requirements using analysis of the Network engineer(s) in the development of enterprise-wide or large-scale networking infrastructure (LAN, MAN, WAN). Designs architecture to include the software, hardware and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensures these Network systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of Information Management (IM) solution of the network layers, across the application program interface (API) and the external environment/software application. Ensures that the network/transport layers of the common operating environment are compliant. Evaluates analytically and systematically problems of work flows and network usage, organization and planning and develops appropriate corrective action. Provides daily supervision and direction to staff. Support all program/project planning and milestone development. Supports business case analysis and identification of alternative solutions and resulting business impacts. Has knowledge in:

- Detailed design of complex enterprise IT solutions involving multiple COTS/GOTS applications, processing platforms, and legacy system;
- Designing and implementing enterprise IT solutions across a diverse set of processing platforms, operating systems, and network configurations;
- Detailed functional analysis and gap/fit analysis of Government-Off-the-Shelf (GOTS) and/or Commercial-Off-the-Shelf (COTS) software packages;
- Detailed migration planning and trade-off analysis;
- Functional modules of enterprise software;
- Software and system developmental and acceptance testing; and
- Legacy system interface design, development, and implementation
- Supply Chain Management, including such products as SAP, Oracle, i2, and Manuistics;
- Customers Relationship Management (CRM), including such products as Seibel, Silknet, Octane, epiphany, Broad Vision, and Quintus;
- Knowledge Management using OLAP or ROLAP software tools such as Micro Strategies;

- Networking and inter-networking with products such as Crisco;
- Electronic Commerce;
- Application outsourcing;
- JFMIP Certification of core financial software.

Minimum Experience: 6+ years IT Architect experience.

Minimum Education: Bachelors Degree; Masters Degree Preferred.

<b>39.</b>	<b>Information Technology Generalist (Level I)</b>
Description:	Performs information systems administrative procedures and maintains documentation that covers two or more functional areas including data control, applications training, data coordination and scheduling, data security administration, etc. 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.
Minimum Experience:	0 - 3 years experience in the field.
Minimum Education:	Bachelors Degree
<b>40.</b>	<b>Information Technology Generalist (Level II)</b>
Description:	Performs information systems administrative procedures and maintains documentation that covers two or more functional areas including data control, applications training, data coordination and scheduling, data security administration, etc. 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.
Minimum Experience:	3 - 6 years experience in the field.
Minimum Education:	Bachelors Degree
<b>41.</b>	<b>Information Technology Manager</b>
Description:	Manages the information technology department in accordance with organizational policies and goals. Ensures proper functioning of company's information processing system and makes upgrades as necessary. Helps business operations utilize information systems to improve efficiency. Keeps computer equipment, hardware, and software updated to meet organizational needs. Follows appropriate programming procedures. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to top management.
Minimum Experience:	6+ years experience in the field.
Minimum Education:	Bachelors Degree
<b>42.</b>	<b>Information Technology Researcher (Level II)</b>
Description:	Carries out research/development activities. Makes detailed observations, analyzes data, and interprets results. Compiles results and prepares technical reports and documentation of outcomes. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a supervisor or manager. A certain degree of creativity and latitude is required.
Minimum	3-5 years of experience in the field or in a related area.

Experience:  
 Minimum  
 Education: Bachelors Degree

**43. Information Technology Security Analyst (Level I)**

Description: Under specific direction analyzes user needs and current security regulations and guidelines to determine IA functional requirements. Performs functional allocation to identify tasks that must be completed and interrelationships among those tasks. Identifies required resources. Analyzes and defines IA security requirements for MLS systems and non-MLS systems. Designs, develops, engineers, and implements solutions to MLS and non-MLS requirements. Gathers and organizes technical information about an organization's missions, goals, and requirements; existing security products; and ongoing IA programs. Provides assistance to the contractor's Technical Director on matters pertaining to information security on Department of State and other U.S. Government Agency automated information systems and supporting communications infrastructures, both classified and unclassified at domestic as well as overseas locations. Assists with the drafting of reports analyzing the physical, administrative, systemic, and technical security posture of installations.

Minimum  
 Experience: 4+ years general IT experience.  
 Minimum  
 Education: Bachelors Degree plus CISSP certification

**44. Information Technology Security Analyst (Level III)**

Description: Analyzes and defines security requirements for Multilevel Security (MLS) issues. Designs, develops, engineers and implements solutions to MLS requirements. Responsible for the implementation and development of the MLS. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses which also includes risk assessment. Provides technical support for secure software development and integration tasks, including reviewing work products for correctness and adhering to the design concept and to user standards. Knowledgeable of Security/Information Assurance (IA) products such as PKI, VPN, firewalls, and intrusion detection systems. Analyzes and recommends resolution of security/IA problems on the basis of knowledge of the major IA products and services, an understanding of their limitations, and knowledge of the IA disciplines. Provides daily supervision and direction to staff. Provides assistance to the Technical Director on matters pertaining to information security on Department of State and other U.S. Government agency automated information systems and supporting communications infrastructures, both classified and unclassified, at domestic and at overseas locations. Generates detailed draft reports analyzing the physical, administrative, systemic and technical security posture of installations, and makes recommendations to reduce or eliminate security vulnerabilities or risks. All reports will pass to the Technical Director for final review before delivery to the COR. May be required to perform the duties of the Technical Director in that person's absence.

Minimum  
 Experience: 5+ years IT Security experience or equivalent  
 Minimum  
 Education: Bachelors Degree plus CISSP certification

**45. Intranet Applications Specialist, Sr. - Web**

Description: Develops, implements, and maintains web-based application systems for an organization. Troubleshoots issues with existing or developed systems, and works with the appropriate resources to resolve them. Has knowledge of a variety of concepts, practices, and procedures within a particular field (i.e., HTML, Java, etc.) 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.

Minimum  
 Experience: 4+ years of experience in a related field (i.e., HTML, Java, etc.)

Minimum Education: Bachelors Degree

**46. Network Engineer (Level II)**

**Description:** Under broad direction, provides technical leadership in the planning, investigation, design, and implementation of physical and logical communications solutions having network-wide impact. Provides solutions that incorporate integration of digital encoding formats, line codes, and timing concepts across engineering disciplines and environments. Influences team members, the customer, and vendors to define, analyze, and provide solutions for the customer's voice, data, and image communications requirements. Prepares complex workprints and schematics to define and illustrate entire network structures and solutions. Identifies and recommends new design tools for use in communications projects. Evaluates projected corporate network usage and provides and implements media solutions. Participates in and influences marketing proposals and studies by providing costing models, reports, and technical solutions for network-wide projects. Identifies product modifications and influences vendors to incorporate these changes into their products. Plans, designs, and implements network management systems to monitor, diagnose, control, and measure performance of multiple communication networks. Identifies, analyzes, and recommends new network administrative systems for entire networks to ensure accurate network inventory and timely implementation. Assists in the development and maintenance of network communications. Uses knowledge of LAN/WAN systems to help design and install internal and external networks. Tests and evaluates network systems to eliminate problems and make improvements. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. Designs, installs, and maintains data communication between mainframe, terminals, printers, LANS, and remote site hardware. A certain degree of creativity and latitude is required. Typically reports to a supervisor.

Minimum Experience: 3 - 5 years as Network Engineer

Minimum Education: Bachelors Degree

**47. Operations Research Analyst (Level III)**

**Description:** expected. Typically reports to a supervisor or manager. Devises modeling and measuring techniques; utilizes mathematics, statistical methods, engineering methods, operational mathematics techniques (linear programming, game theory, probability theory, symbolic language, etc.) and other principles and laws of scientific and economic disciplines. Exhibits an exceptional degree of ingenuity, creativity, and resourcefulness. Applies and/or develops highly advanced technologies, scientific principles, theories, and concepts. Viewed as expert within the analytical field. Develops information that extends knowledge in a given field. Information may form the basis of newly developed concepts, theories and products. Often acts independently to uncover and resolve issues associated with the development and implementation of operational programs. Plans R&D programs and recommends technological application programs to accomplish long-range objectives. Work is checked only to the effectiveness of results obtained, typically requiring a long-term perspective. Virtually self-supervisory. Designs research study plans and develops highly advanced new applications resulting in new product/business opportunities for the company and in support of clients. May also serve in management capacity supporting one or more task orders at a specified location. Directs/supervises other analysts/game support personnel. Demonstrated ability to simultaneously plan, schedule, and coordinate all analytical process phases or possess the ability to take an exercise/game event from inception through completion, or work any selection of subcomponents of the exercise/gaming activity.

Minimum Experience: 4 - 7 years experience in the field or in a related area.

Minimum Education: Bachelors Degree

**48. Program Administration Specialist**

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

Minimum Experience: 2+ years general IT experience

Minimum Education: Associates Degree plus Certified Associate in Project Management (CAPM) from PMI

**49. Program Manager (Level II)**

Description: Provide management of the day-to-day functions and processes of large infrastructure installations or applications development. Design, conduct and/or facilitate the preparation of the efficient and effective metrics, other reports, and briefings as required. Is the senior manager responsible for coordinating the management of all work performed on a specific contract, including subcontractors, team members, and vendors. Shall have a broad knowledge of the IT industry, business administration and human resource management.

Minimum Experience: 10+ years Project Management experience

Minimum Education: Bachelors Degree; Masters Degree Preferred with Project Management Professional (PMP) certification from PMI.

**50. Program Manager (Level III)**

Description: Is the central point of contact with the Contracting Officer, Contracting Officer's Representative and Task Managers. Is the senior manager responsible for coordinating the management of all work performed on a specific contract, including subcontractors, team members, and vendors. Shall have a broad knowledge of the IT industry, business administration and human resource management.

Minimum Experience: 14+ years Project Management experience

Minimum Education: Masters in Computer Science, Information Systems, or MBA with Project Management Professional (PMP) certification from PMI.

**51. Programmer (Level I)**

Description: Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and documenting programs. 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. Primary job functions do not typically require exercising independent judgment. Typically reports to a project leader or manager.

Minimum Experience: 0 - 2 years of experience in the field or in a related area.

Minimum Education: Bachelors Degree

**52. Programmer (Level III)**

Description: Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and documenting programs. 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 lead and direct the work of others. May report directly to a project lead or manager. A wide degree of creativity and latitude is expected.

Minimum Experience: 4 - 6 years of experience in the field or in a related area.

Minimum Education: Bachelors Degree

**53. Programmer (Level V)**

Description: Reviews, analyzes, and modifies programming systems including encoding, testing, debugging

and documenting programs. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May provide consultation on complex projects and is considered to be the top level contributor/specialist. Typically reports to a manager or head of a unit/department.

Minimum Experience: 8+ years of experience in the field or in a related area.  
Minimum Education: Bachelors Degree

**54. Project Control Specialist**

Description: Directs all financial management and administrative activities, such as budgeting, manpower and resource planning, and financial reporting. Performs complex evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues which would require a report and recommend solutions. Develops work breakdown structures, prepare charts, tables, graphs and diagrams to assist in analyzing problems. Provides daily supervision and direction to staff.

Minimum Experience: 4+ years Project Management experience.  
Minimum Education: Bachelors Degree with Project Management Profession (PMP) certification from PMI.

**55. Project Manager (Level III)**

Description: Responsible for the coordination and completion of projects. Oversees all aspects of projects. Sets deadlines, assigns responsibilities, and monitors and summarizes progress of project. Prepares reports for upper management regarding status of project. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.

Minimum Experience: 6 - 10 Years of Professional Experience.  
Minimum Education: Bachelors Degree with PMI PMP Certification

**56. Project Manager (Level V)**

Description: Manages project and project personnel. Takes leadership role in presentations for consensus development and status reporting for subordinates, superiors and customers. Measures project progress to cost, schedule and performance metrics while developing project plans, goals, strategy, staffing, scheduling, identification of risks, contingency plans, and allocation of available resources. Manages project and project personnel. Takes leadership role in presentations for consensus development and status reporting for subordinates, superiors and customers. Measures project progress to cost, schedule and performance metrics while developing project plans, goals, strategy, staffing, scheduling, identification of risks, contingency plans, and allocation of available resources. Identifies and schedules project deliverables and milestones. Assists in recruitment and assignment of project personnel and establishing standards and procedures for project reporting and documentation. Establishes standards and procedures for project reporting and documentation. Reviews status reports of project personnel and developing options to modify schedules and plans as required. Identifies and schedules project deliverables and milestones. Assists in recruitment and assignment of project personnel and establishing standards and procedures for project reporting and documentation. Establishes standards and procedures for project reporting and documentation. Reviews status reports of project personnel and developing options to modify schedules and plans as required.

Minimum Experience: 13+ Years of Professional Experience.  
Minimum Education: Masters Degree with PMI PMP Certification.

<b>57.</b>	<b>Quality Assurance Analyst (Level II)</b>
Description:	Develops and implements quality assurance standards, processes, and controls. Develops methods for inspection, testing, sampling, and training. Evaluates production capabilities and recommends improvements. May assist in developing quality assurance policies and procedures.
Minimum Experience:	2 - 5 years QA experience.
Minimum Education:	Bachelors Degree and at least one (1) of the following certifications: CISA, CSQA, CSTE, CMII, and/or CFPS
<b>58.</b>	<b>Quality Assurance Manager</b>
Description:	Directs quality assurance operations for a plant, division, or company. Develops and controls quality programs. Monitors Production Department's conformance with QA standards and procedures. Establishes and maintains a process for evaluating software and associated documentation. Determines the resources required for quality control. Maintains the level of quality throughout the software life cycle. Conducts formal and informal reviews at pre-determined points throughout the development life cycle. Provides daily supervision and direction to support staff. Conducts quality assurance training for employees engaged in materials handling or product assembly. Suggests methods for improving product quality or design, or manufacturing processes. Supervises quality assurance specialists or inspectors.
Minimum Experience:	6+ years experience in Quality Assurance.
Minimum Education:	Bachelors Degree with certifications as CISA, CSQA, CSTE, CMII, and/or CFPS
<b>59.</b>	<b>Subject Matter Expert (Level I)</b>
Description:	Under broad direction, provides expert support, analysis and research into especially complex problems, and processes relating to the subject matter. Serves as technical expert on high-level project teams providing technical direction, interpretation and alternatives. Thinks independently and demonstrates superior written and oral communications skills. Possesses a complete understanding and wide experience in the application of technical principles, theories, and concepts in the field. Provides technical solutions to a wide range of difficult problems. Solutions are imaginative, thorough, practicable, and consistent with organizational objectives. Works under only general direction. Independently determines and develops approach to solutions. Contributes to the completion of specific programs and projects. Expertise is in a particular area of Information Technology (e.g., Information Systems Architecture, Telecommunications Systems Design, Architecture, Implementation, Information Systems Integration, Software Development Methodologies, Security Engineering, Communications and Network Systems Management), or a specific functional area (e.g., finance, logistics, and operations research).
Minimum Experience:	0 - 2 years relevant experience
Minimum Education:	Bachelors Degree
<b>60.</b>	<b>Subject Matter Expert (Level II)</b>
Description:	With minimal direction, provides expert support, analysis and research into exceptionally complex problems, and processes relating to the subject matter. Serves as technical expert on executive-level project teams providing technical direction, interpretation and alternatives. Thinks independently and demonstrates exceptional written and oral communications skills. Applies extensive technical expertise, and has full knowledge of other related disciplines. Guides the successful completion of major programs and may function in a project leadership role. Develops technical solutions to complex problems that require the regular use of ingenuity and creativity. Work is performed without appreciable direction. Exercises considerable latitude in determining technical objectives of assignment. Expertise is in a particular area of Information Technology (e.g., Information Systems Architecture, Telecommunications Systems Design, Architecture, Implementation, Information Systems Integration, Software Development



Methodologies, Security Engineering, Communications and Network Systems Management), or a specific functional area (e.g., finance, logistics, and operations research).

Minimum Experience: 2 - 5 years relevant experience  
 Minimum Education: Bachelors Degree

**61. Subject Matter Expert (Level III)**

**Description:** Provides expert support, analysis and research into exceptionally complex problems, and processes relating to the subject matter. Serves as technical expert on executive-level project teams providing technical direction, interpretation and alternatives. Thinks independently and demonstrates exceptional written and oral communications skills. Applies advanced technical principles, theories, and concepts. Contributes to the development of new principles and concepts. Works on unusually complex technical problems and provides solutions which are highly innovative and ingenious. Works under consultative direction toward predetermined long-range goals and objectives. Assignments are often self-initiated. Determines and pursues courses of action necessary to obtain desired results. Develops advanced technological ideas and guides their development into a final product. Expertise is in a particular area of Information Technology (e.g., Information Systems Architecture, Telecommunications Systems Design, Architecture, Implementation, Information Systems Integration, Software Development Methodologies, Security Engineering, Communications and Network Systems Management), or a specific functional area (e.g., finance, logistics, and operations research).

Minimum Experience: 5+ years relevant experience  
 Minimum Education: Bachelors Degree

**62. Technical Writer (Level I)**

**Description:** Under supervision reviews IT material for consistency, validity and completeness and traces the source of errors in documents and data as well as procedural errors. Proofreads draft and final copies for grammar, spelling and appropriate data formatting. May maintain records and files of work and revisions. Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. May be responsible for coordinating the display of graphics and the production of the document. 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. Primary job functions do not typically require exercising independent judgment. Works under immediate supervision; typically reports to a supervisor or manager.

Minimum Experience: 0 - 2 years experience.  
 Minimum Education: Bachelors in English or Other related field

**63. Technical Writer (Level III)**

**Description:** Manages the work of lower level personnel to include the development, writing and auditing material of an IT technical nature. Prepare manuals, user guides, briefs, proposals, instruction books, and amendments to information management standards relevant to an organization's mission. Supervises the organization of material and writing assignments according to set standards regarding order, clarity, conciseness, type, and terminology. Review material and recommend changes in scope, format, content and methods of reproduction. Edit, standardize and make changes to material prepared by program managers and other technical and non-technical personnel. Research and interrupt a variety of government regulations and standards. Provide guidance and assistance to all levels of technical and non-technical personnel. Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. May be responsible for coordinating the display of graphics and the production of the document. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks.

Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.

Minimum Experience: 6 - 8 years experience as Technical Writer  
 Minimum Education: Bachelors in English or Other related field

**64. Telecommunications Analyst (Level II)**

Description: Reviews, analyzes, evaluates and maintains an organization's telecommunications system. Designs, develops, and tests of telecommunications software solutions. Provides customer training of the telecommunications features and functionality. 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 lead and direct the work of others. Typically reports to a manager. A wide degree of creativity and latitude is expected.

Minimum Experience: 3+ years of experience in the field or in a related area.

Minimum Education: Bachelors Degree

**65. Telecommunications Engineer (Level III)**

Description: Analyzes telecommunications functions of organizations. Works to develop, improve, maintain, and implement network. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.

Minimum Experience: 4 - 6 years of experience in the field or in a related area.

Minimum Education: Bachelors Degree

**66. Telecommunications Engineer (Level V)**

Description: Analyzes telecommunications functions of organizations. Works to develop, improve, maintain, and implement network. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.

Minimum Experience: 8+ years of experience in the field or in a related area.

Minimum Education: Bachelors Degree

**67. Telecommunications Manager**

Description: Oversees telecommunications systems including voice, data, and video communication. Manages the planning, design, installation, and maintenance of networks. Works with Information Systems staff to assess telecommunications systems capabilities and determine long-range needs. Manages a team of telecommunications technicians and analysts who maintain and support voice, data and video communication systems within the organization. Identifies issues and appropriate courses of action. Researches and oversees implementation of new technologies. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a head of a unit/department.

Minimum Experience: 8+ years Telecommunications Specialist experience

Minimum Education: Bachelors Degree

**68. Telecommunications Specialist (Level II)**

Description: Analyzes telecommunications and information systems requirements for customer organizations and develops solutions. Evaluates communications systems with regard to technological and regulatory issues and submits such evaluation reports to management. Designs and develops integrated communications systems.

Minimum Experience: 2 - 5 years Telecommunications Specialist experience

Minimum Education: Bachelors Degree

**69. Training Manager**

Description: Assesses staff training requirements and creates programs to meet career development needs. Plans and administers training seminars such as technical skills or employee relations issues. Supervises training staff. Managing conflict resolution, team building, or employee skill evaluations might be included in responsibilities. Assesses effectiveness of training. Could contract with vendors for special training services.

Minimum Experience: 8+ years experience as Training Specialist with management training.

Minimum Education: Bachelors Degree

**70. Training Specialist (Level II)**

Description: Under minimal direction, conducts needs analysis of groups, processes, or products to identify performance requirements of training and curricula to insure effectiveness in achieving desired training results and meet mission objectives. Analyzes, delivers, and evaluates training and support materials. Assures delivery of training courses supporting specific customer needs. Enhances customer satisfaction and loyalty by assisting in the definition, implementation, rollout, marketing, and continual evaluation of the program. Provides consulting services to customer on all program aspects to include program development, organizational readiness, and marketing strategies. Manage implementation/deployment projects for new and upgraded products and services. Coordinates interaction between government and contractor to support and enhance client program initiatives, quality assurance, and problem resolution. Contributes directly to the building of customer goodwill, satisfaction, and loyalty. Facilitates defining/enhancing the client's business needs, goals, success criteria, and program strategy. Demonstrates excellent teamwork and strategic partnership skills and abilities. Provide computer training and classroom instructions to users and staff personnel as appropriate. Design and develop course material under the guidance of the senior staff in accordance with course requirements and/or software applications/enhancements. Assist in evaluating the effectiveness of instructions by ensuring students have a thorough knowledge of subject matter and hands on skill at performing required task. Develops and/or select best teaching aids.

Minimum Experience: 2 - 4 years experience as a Training Specialist

Minimum Education: Bachelors Degree

**71. Training Specialist (Level III)**

Description: products are instructionally and educationally sound and develops training materials based on results of content research conducted with subject matter experts and customers. Selects and provides guidance on use of various types of media to be integrated into training products. Evaluates training products and services to measure effectiveness in achieving desired results. Delivers training courses supporting specific customer or corporate business needs and provides guidance to other instructors. Leads the application of new development and delivery technologies and techniques by piloting the new programs, developing supporting instructional tools, and coaching other users. Leads instructor certification efforts. May provide tutoring and extensive supplementary training to individual participants based on need/request." Provides computer training and classroom instructions to users and staff personnel as appropriate. Gathers and assemble relevant material to be presented. Utilize appropriate teaching methods, individual,

group, workshops, etc. Ensure students understand the theoretical and practical aspects of subject material/software application/database applications being taught. Evaluates effectiveness of instruction by ensuring students have a thorough knowledge of subject matter and hands-on skill at performing required task. Conducts the research necessary to develop and revise training courses and prepares appropriate training catalogs. Develops all instructor materials (course outline, background material, and training aids). Develops all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, seminars and/or computer based/computer aided training. Provides daily supervision and direction to staff.

Minimum  
Experience:  
Minimum  
Education:

4+ years experience as Training Specialist with management training.  
Bachelors Degree

**72.**

**Web Software Developer, Sr.**

Description:

Consults with clients and other project team members to design, build and manage web sites. Develops installation programs for websites. May negotiate contracts/agreements with software vendors and other internet companies. Has knowledge of a variety of concepts, practices, and procedures within a particular field (i.e., SQL, C++, HTML, CGI and JavaScript). Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. Typically reports to a project leader or manager. A wide degree of creativity and latitude is expected.

Minimum  
Experience:  
Minimum  
Education:

5+ years of experience in the field or in a related area and ADA Section 508 trained.  
Bachelors Degree