



**Today's Needs At Tomorrow's Speed**

## ***GSA Schedule 70***

*Price List, SINs 132-51 Information Technology Professional Services*

*Contract Number:*

*Period Covered by Contract:*



**Federal Supply Service  
Authorized Federal Supply Schedule Price List  
Information Technology Schedule 70**

**Federal Supply Group: 70**  
**Contract Number: GS-35F-413DA**  
**Period Covered by Contract: 7/15/2016 – 7/17/2021**

**Contractor:**  
Icetek Inc.  
940 W North Ave  
Baltimore, Maryland 21217

**Telephone:** (410) 225-3117  
**Fax Number:** (410) 225-3120  
**Website:** www.icetek.net  
**Business Size:** Small / HUBZone

Special Item No. 132-51            Information Technology Professional Services

FPDS CODE

- D301 IT Facility Operation and Maintenance
- D302 IT Systems Development Services
- D306 IT Systems Analysis Services
- D307 Automated Information Systems Design and Integration Services
- D308 Programming Services
- D310 IT Backup and Security Services
- D311 IT Data Conversion Services
- D313 Computer Aided Design/Computer Aided Manufacturing (CAD/CAM)
- D316 IT Network Management Services
- D317 Automated News Services, Data Services, or Other Information Services
- D399 Other Information Technology services, Not Elsewhere Classified

**General Services Administration**

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through GSA Advantage!™, a menu driven database system. The Internet Address for GSA Advantage!™ is <http://www.GSAAdvantage.gov>. For more information on ordering from Federal Supply Schedules, click on the FSS Schedules button at <http://www.fss.gsa.gov>

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

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

**1.0 Geographic Scope of Contract**

The geographic scope of this contract is the 48 contiguous states, the District of Columbia, Alaska, Hawaii, the Commonwealth of Puerto Rico, and all U.S. Government installations and/or agencies abroad.

**2.0 Contractor's Ordering Address and Payment Information**

(a) For computer-to-computer EDI orders, the following representative should be contacted regarding establishment of an EDI interface:

**A.. Orders should be addressed to:**

**Icetek, Inc.  
940 W. North Avenue  
Baltimore, Maryland 21217-3940**

**ATTN: Ordering**

**B. Payments should be sent to:**

Payments VIA Check/U.S. Mail  
Icetek, Inc.  
940 W. North Avenue  
Baltimore, Maryland 21217-3940

Payment VIA Wire Transfer  
Icetek  
Naval Federal Credit Union  
Account number: 7015538510  
Routing Number: 256074974

Icetek, Inc. accepts 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: (410) 225-3117 or (800) 490-3117

### 3. Liability for Injury or Damage

**Icetek, Inc.** 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 **Icetek, Inc.**, unless such injury or damage is due to the fault or negligence of **Icetek, Inc.**

### 4. Statistical Data for Government Ordering Office Completion of Standard Form 279

Block 9: G. Order/Modification Under Federal Schedule

Block 16: Data Universal Numbering System (DUNS) Number: 61-277-4422

Block 30: Type of Contractor - A. **Small Disadvantaged Business**

A. Small Disadvantaged Business

B. Other Small Business – HUBZONE

NAICS Codes, 541511, Block 31: Small Business

Block 36: Contractor's Taxpayer Identification Number (TIN): 52-1678545

4a. CAGE Code: 1HBG8

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

### 5. FOB Destination

All completed performance will be made FOB destination within CONUS. Any additional charges (applicable labor, other direct costs, JTR travel and per diem) will be included in the negotiations of each order as required by the government for Icetek Inc. representation for on-site inspection, acceptance testing and/or installations, CONUS and OCONUS shipments made GOB destination to US Government designated shipping points.

### 6. Delivery Schedule

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

SPECIAL ITEM NUMBER  
SIN 132-51

DELIVERY TIME (Days ARO)  
As Negotiated between contractor and Agency

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

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

(a.) Prompt Payment: None

(b.) Quantity: NONE

(c.) Dollar Volume: Icetek, Inc. offers GSA FSS user agency discounts equal to its best Commercial and other Federal customers. Icetek will negotiate non-standard discounts with GSA FSS ordering activities for individual orders exceeding the maximum value for the special Items ordered

(d.) Government Educational Institutions are offered the same discounts as all other Government Customers.

(e.) Other

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

**9. Statement Concerning Availability of Export Packing:**

Export Packing is available and shall be as specified and priced as negotiated in any order.

**10. The minimum Order**

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

**11. MAXIMUM ORDER (All dollar amounts are exclusive of any discount for prompt payment)**

**Special Item 132-51** - Information Technology (IT) Professional Services. The maximum dollar Value per order will be \$500,000 for all Information Technology Services.

**12. 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.

**13. Federal Information Technology/Telecommunication Standards Requirements**

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

**13.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS)**

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

**13.2 Federal Telecommunication Standards (FED-STDS)**

Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of



Commerce, National Institute of Standards and Technology (NIST), pursuant to the National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA Specification Sales Office, Room 6654, 7th & D Streets, SW, Washington, DC 20407, telephone number (202) 708-9205. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number 301/975-2833.

## 14.0 Security Requirements

In the event security requirements are necessary, the ordering activities may incorporate, in their delivery order(s), a security clause in accordance with current laws, regulations, and individual agency policy; however, the burden of administering the security requirements shall be with the ordering agency. If any costs are incurred as a result of the inclusion of security requirements, such costs will be negotiated with Icetek, Inc. on an open market basis outside the scope of the contract. Such costs will not exceed ten percent (10%) or 100,000, of the total dollar value of the order, whichever is lessor.

(a) Security Clearances: **Icetek, Inc.** 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: **Icetek, Inc.** 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.

### **15. Contract Administration for Ordering Offices**

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

### **16. GSA Advantage!**

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

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

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

### **17. PURCHASE OF OPEN MARKET ITEMS**

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. ODCs (Other Direct Costs) are not part of this contract and should be treated 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.

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

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

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

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

## **19. Overseas Activities**

The terms and conditions of this contract shall apply to all orders for areas listed in the price list and within the 48 contiguous states and the District of Columbia, except as indicated below: *Icetek, Inc.* may provide services to US Government Activities overseas/OCONUS. OCONUS pay differentials may apply as negotiated. Upon request by *Icetek, Inc.*, the Government may provide *Icetek, Inc.* with logistics support, as available, in accordance with all applicable Government regulations. Such Government support will be provided on a reimbursable basis, and will only be provided to the contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

## **20. 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).

## **21. CONTRACTOR TEAM ARRANGEMENTS**

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

## **22. INSTALLATION, DEINSTALLATION, REINSTALLATION**

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall 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 separate and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies. The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, de-installations, and reinstallation services under SIN 132-8.

## **23. SECTION 508 COMPLIANCE**

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following: <http://www.icetek.net>  
The EIT standard can be found at: [www.Section508.gov](http://www.Section508.gov)

#### **4. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.**

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

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

(b) The following statement:

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

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

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

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

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

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

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

#### **26. SOFTWARE INTEROPERABILITY.**

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

#### **27. ADVANCE PAYMENTS**

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

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

##### **1. SCOPE**

a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT/EC Services within the scope of this Information Technology

Schedule.

b. **Icetech, Inc.** shall provide services at **Icetech, Inc.**'s facility and/or at the ordering activity location, as agreed to by **Icetech, Inc.** and the ordering activity.

## 2. PERFORMANCE INCENTIVES

a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract in accordance with this clause.

b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.

c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

## 3. ORDER

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

b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

## 4. PERFORMANCE OF SERVICES

a. **Icetech, Inc.** shall commence performance of services on the date agreed to by the Contractor and the ordering activity.

b. **Icetech, Inc.** 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.

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

(a) The Contracting Officer may, at any time, by written order to **Icetech, Inc.**, 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, **Icetech, Inc.** 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 **Icetech, Inc.**, 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, **Icetech, Inc.** 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) **Icetech, Inc.** asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- (c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
- (d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

## 6. INSPECTION OF SERVICES

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.

## 7. RESPONSIBILITIES OF THE CONTRACTOR

**Icetech, Inc.** 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.

## 8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

## 9. 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.

## 10. ORGANIZATIONAL CONFLICTS OF INTEREST

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

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

#### 11. INVOICES

**Icetek, Inc.**, 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.

#### 12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay **Icetek, Inc.**, 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, (Alternate II) (Deviation) 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, (Alternate II) (Deviation) applies to labor-hour orders placed under this contract.

#### 13. RESUMES

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

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

#### 15. APPROVAL OF SUBCONTRACTS

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

#### 16. DESCRIPTION OF IT/EC SERVICES AND PRICING

***USA COMMITMENT TO PROMOTE  
SMALL BUSINESS PARTICIPATION  
PROCUREMENT PROGRAMS***

**PREAMBLE**

**Icetek, 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:

**William Hopson**  
**(410) 225-3117**  
[whopson@icetek.net](mailto:whopson@icetek.net)  
**(410) 225-3120**



BEST VALUE

BLANKET PURCHASE AGREEMENT  
FEDERAL SUPPLY SCHEDULE

(Icetek)

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

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the

development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6.

This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive,

individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the

ordering activity that works better and costs less.

Signatures

Ordering Activity Date ICETECH, Inc. Date

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

Pursuant to GSA Federal Supply Schedule Contract Number(s) \_\_\_\_\_, Blanket Purchase Agreements, the

Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (ordering activity):

(1) The following contract items can be ordered under this BPA. All orders placed against this BPA are subject

to the terms and conditions of the contract, except as noted below:

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

(2) Delivery:

DESTINATION DELIVERY SCHEDULES / DATES

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

(4) This BPA does not obligate any funds.

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

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

OFFICE POINT OF CONTACT

Icetek Inc.

940 W. North Avenue

William Hopson

Baltimore, Maryland 21217-3940

(410) 225-3117

(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.

**FSS SIN 132-51 INFORMATION TECHNOLOGY PROFESSIONAL SERVICE GROUP:  
IT Facility Operation and Maintenance, FPDS Class D301**

- » Asset management (computer HW/SW inventory and tracking)
- » Configuration management
- » Site surveys in conjunction with NOC, Help Desk, network installation/upgrade (see also systems analysis and design)
- » Cost analysis, cost tracking, activity-based cost analysis, workflow analysis
- » Physical security (electronic surveillance, access controls, pass key, etc.)
- » Power management (redundancy, disaster recovery, auxiliary generators, UPS, etc.)
- » Subcontractor management – Provide an outsource capability for customers to reach vendors for specialized products and services
- » Cable management – Analysis, design, deployment, implementation, integration, operations, and maintenance services to include wiring, punch-down, labeling, upgrades, and enhancement
- » Communication equipment (telephone systems) installations, upgrades, and management
- » Application of automated tools for the above services

**FSS SIN 132-51 INFORMATION TECHNOLOGY PROFESSIONAL SERVICE GROUP  
IT Systems Development Services, FPDS Class D302**

Data modeling

- » Data dictionary development/reengineering, and management
- » Data flow – CASE tools, workflow analysis
- » RDBMS design, development, integration, enhancement, and maintenance services
- » Browser-based RDBMS analysis, design, development, integration, and maintenance
- » Integration of heterogeneous DBMS in LAN/WAN environment

- » Client/server application analysis, design, development, integration, and maintenance
- » Database administration (sizing, backup, security, load analysis, etc.)
- » Pilot/prototype development and implementation
- » Object-oriented design, development, integration, enhancement, and maintenance services
- » Database migration services
- » Design, development, integration, and maintenance of database solutions under heterogeneous network environments and operating platforms
- » Object-oriented analysis, design, modeling, and development services

**FSS SIN 132-51 INFORMATION TECHNOLOGY PROFESSIONAL SERVICE GROUP:  
IT Systems Analysis Services, FPDS Class D306**

- » Requirements analysis
- Performance analysis
- Bandwidth analysis
- Functional requirements analysis
- CASE tools
- » SW/HW systems integration analysis services
- » Full support of system development life cycle (SDLC)
- » Computer telephone analysis, design, integration, and maintenance services
- » System security analysis, design, and implementation
- » LAN/WAN analysis, design, and implementation
- » Object-oriented analysis and design
- » CASE tools instruction
- » Data and activity modeling
- » Pilot/prototype development and implementation

**FSS SIN 132-51 INFORMATION TECHNOLOGY PROFESSIONAL SERVICE GROUP:  
Automated Information Systems Design & Integration Services, FPDS Class D307**

- » Network, analysis, design, integration, operations, and management services to include load balancing, traffic analysis, and configuration management services
- » Network help desk
- Backup
- Data storage
- E-mail
- Cabling management
- End user support
- » On-site and off-site network monitoring and management services
- » Provide Internet access as an ISP
- » Web server analysis, design, development, integration, operations, and maintenance services
- » Analysis, design, development, integration, operations, and maintenance for integrated voice/fax/data networking systems
- » Remote WAN/LAN/desktop management and support
- » Security/firewall analysis, design, integration, implementation, and management services
- » Disaster recovery services (planning, analysis, design, integration, implementation, and management; remote storage, redundant capabilities, etc.)
- » Pilot/prototype development and implementation
- » Network migration, upgrade, enhancement, and maintenance services

- » Network infrastructure analysis, design, integration, implementation, and maintenance services

**FSS SIN 132-51 INFORMATION TECHNOLOGY PROFESSIONAL SERVICE GROUP:  
Programming Services, FPDS Class D308**

- » CASE – Code generators, reverse engineering tools application and training
- » Web programming and development
- » Software development services to include system programming, application programming, and customization of third-party applications
- » 4th Generation Language (4GL) programming
- » Client/Server – to include SQL-based applications development
- » COTS application customization, integration, consulting, and modification
- » Pilot/prototype development and implementation
- » Object-oriented analysis, design, and development
- » Integration and development testing
- » System testing, validation & verification (IV&V)
- » Application of automated testing software and hardware

**FSS SIN 132-51 INFORMATION TECHNOLOGY PROFESSIONAL SERVICE GROUP:  
Millennium Conversion Services (Y2K), FPDS Class D308**

- » Mainframe conversion and migration services
- » Program planning, management, and support (IV&V – AMC Y2K) services
- » Code analysis, conversion, and migration services for existing software and systems
- » Failure analysis
- » Analysis and implementation services to meet Y2K requirements for desktop systems and operating system compliance
- » Analysis and implementation services to meet Y2K requirements for application software
- » Pilot/prototype development and implementation services
- » Migration and conversion services for software and hardware to meet Y2K requirements
- » System compliance testing services
- » Outsourcing services to acquire specialized products and services for Y2K conversion, migration, testing, etc.

**FSS SIN 132-51 INFORMATION TECHNOLOGY PROFESSIONAL SERVICE GROUP:  
IT Data Conversion Services, FPDS Class D311**

- » Computer telephony integration (CTI)/migrations
- » Telecommunication infrastructure conversions or migrations
- » Network operating system upgrades and enhancement services
- » Network operating system conversion (e.g., Banyan/NT)
- » COTS upgrade/migration
- » Data conversion/migration/applications
- » Backup system conversion/upgrade
- » Network physical architecture upgrade or conversion
- » Network protocol conversion and migration
- » Pilot/prototype development and implementation

**FSS SIN 132-51 INFORMATION TECHNOLOGY PROFESSIONAL SERVICE GROUP:  
IT Network Management Services, FPDS Class D316**

- » Business process improvement and reengineering services
- » Project cost analysis and budgeting services to include ROI analysis, activity-based cost analysis
- » Strategic and tactical project, marketing, acquisition planning services
- » Analysis, definition, and implementation of program/project plans
- » IV&V and V&V support for third-party vendor management
- » Acquisitions and automation planning and management services
- » Provide general contractor services to broker service agreements with vendors and Subcontractors to provide customers with specialized products and services
- » Provide brokering services for third-party partnership and service contracts

**FSS SIN 132-51 INFORMATION TECHNOLOGY PROFESSIONAL SERVICE GROUP:  
Automated News Services, Data Services, or Other Information Services, FPDS Class D317-1**

- » Analysis, design, implementation, and maintenance services for declassification of sensitive documents
- » Documents/data management services to include physical and virtual storage and retrieval system implementation and archival support
- » Database management
- » Data warehousing management
- » Optical storage/backup management
- » Disaster recovery
- » Conversion of paper documents into electronic format through the application of OCR and imaging technology
- » CDRL management, storage, retrieval, and IV&V services
- » Provision of facilities and facilities management for archival and off-site storage services

**FSS SIN 132-51 INFORMATION TECHNOLOGY PROFESSIONAL SERVICE GROUP:  
Other Information Technology Services, Not Elsewhere Classified, FPDS Class D399**

- » ADP HW/SW preventive maintenance and repair services (on-site and off-site)
- » ADP Help Desk (on-site and off-site)
- » Customer support services to include telemarketing, information distribution, information collection, etc.
- » Program/project management, planning, and support
- » Groupware and conference facilitation services (electronic meeting)
- » Customized IT training and training courseware development

## **16. *Icetek, Inc.* Commercial Labor Categories and Guarantees**

*Icetek Inc.* offers only personnel who meet or exceed the minimum qualification requirements stated in the Commercial Labor Category Descriptions provided herein. *Icetek Inc.* does allow experience to substitute for education requirements and additional education to substitute for minimum experience, subject to the approval of the Contracting Officer (CO). *Icetek, Inc.*'s criteria for substituting education for experience requirements or experience for educational requirements is shown in the following table.

GSA and/or the ordering activities may have access to any *Icetek, Inc.* employee resume (by request) before, during, or after that employee's assignment to any GSA order. If, for some extenuating reason, a person assigned to an order must be replaced or substituted, the ordering activity will be notified in advance

in writing, and the substitute will have qualifications equal to or greater than the departing employee.

Experience Requirement	Substitution Criteria
<b>Undergraduate:</b>	1. An undergraduate degree may be substituted for two (2) years of relevant experience when the degree is not specified in the labor category requirements. 2. Two (2) years of relevant experience may be substituted for one (1) year of undergraduate work.
<b>Graduate:</b>	1. A graduate degree may be substituted for two (2) years of relevant experience when the degree is not specified in the labor category requirements. 2. Two (2) years of relevant experience may be substituted for one (1) year of graduate work.

### GSA Labor Category Descriptions

#### Labor Category

##### 1 - Program Manager

**Minimum/General Experience:** The Program Manager must have a minimum of eight (11) years general experience in information systems, engineering, and management, and five (5) years' experience in supervising and managing substantive projects involving engineering, systems analysis and development, or software and hardware studies. Must know Microsoft Project experiences.

**Functional Responsibility:** Plans, directs, and manages projects/contracts at the program/project level The Program manager consults with the Contracting Officer's Technical Representative (COTR), Contracting Officer's Representative (COR), Contracting Officer (CO), and other Government personnel to minimize costs and maximize efficiency in achieving ordered requirements. The Program Manager plans, organizes, and controls the program's overall activities including task order proposals, project status reports, invoices, staffing, project management, technical work, quality of work, schedules, and costs associated with various task orders issued under the contract. He/she ensures that all activities conform to the terms and conditions of the contract and ordering procedures and acts as liaison between the COTR, the CO and corporate management. The Program Manager coordinates activities and seeks resolution of contractual and technical problems while working with the CO, the COTR, and other Government personnel.

- Reviews and approves progress reports, revenue/cost data, and other contract deliverables
- Maintains contact with client technical management and Company contract representatives
- Evaluates performance reviews and recommends salary actions
- Responsible for the technical accuracy and professional reputation of all assigned projects
- Responsible for preparing technical proposals

- Responsible for identifying potential problems and/or complications in contract performance and reviewing recommendations for improvement
- Responsible for enforcing Company policy for the assigned projects

**Minimum Education:** Master's degree.

## **2 - Commercial Job Title: Project Manager**

**Minimum/General Experience:** and 12 years related experience or certifications, or in the project's functional area.

**Functional Responsibility:** The Project Manager consults with the COTR and other Government personnel to minimize costs and maximize efficiency in achieving ordered requirements. The Project Manager plans, organizes, and controls the overall activities of the project including project management, technical work, quality of work, schedule, and costs associated with various orders issued under the contract. He/she ensures that all activities conform to the terms and conditions of the task order contract, acts as liaison with the COTR and corporate management, and coordinates activities and seeks resolution of contractual and technical problems while working with the COTR and other Government personnel.

Develops project goals, strategies, and work plans. Develops and approves project estimates and commits company resources to ensure accomplishment. Conceives, plans, and executes a wide variety of important projects requiring exploration of subject areas, definition of problems, and development of cost-effective approaches for resolution. May lead project teams of multi-disciplinary skills or with skills focused in a specific area. Provides direction across broad areas of responsibility. Maintains contact with customer personnel related to project goals, performance, and strategies. Approves and releases preliminary and final reports. Exercises full responsibility for all project team personnel. Generally, operates with wide latitude for un-reviewed actions or decisions, and is assigned to complex tasks involving multiple disciplines or tasks that are highly sensitive to the customer. Tasks normally involve competing and changing priorities and resource demands.

**Minimum Education:** Bachelor's degree and 12 years related experience or certifications, or in the project's functional area.

## **3 - Commercial Job Title: Sr. Subject Matter Expert**

**Minimum/General Experience:** In addition to general experience and knowledge of the particular area involved, must have fifteen (15) years of progressive experience in the specific area to be supported.

**Functional Responsibility:** The Senior Subject Matter Expert is a senior professional who possesses in-depth, demonstrated, and recognized expertise in a highly specialized, esoteric field. The individual possesses unique credentials that are not readily available nationally, and supports

complex and critical efforts by providing unique subject matter expertise in specific business, functional, technical, and professional or policy areas. The position requires the ability to identify underlying business, management, scientific, technical, programmatic, operational, and policy issues, and to provide expert analysis and recommended courses of action for major programs/projects. Responsibilities relate to business, management, research, technology assessment, concept formulation, development or production, and include advising senior level/executive level personnel on high level, highly complex topics, within a specific sphere of expertise; conducting expert analysis and providing assessment and recommended courses of action to major program/project activities. May be called upon to prepare and or present high level briefings of innovative technological or strategic goals. Generally, the Senior Subject Matter Expert has attained high levels of authority and recognition as a source of specialized expertise within the business or scientific community.

**Minimum Education:** Ph.D. plus a minimum of four (4) years of subject matter experience, or a Master's Degree plus 10 years related experience.

#### **4 - Commercial Job Title: Subject Matter Expert (SME)**

**Minimum/General Experience:** The Subject Matter Expert is required to provide proven expertise with exceptional knowledge on a specific problem, task, or subject. He/she may have his/her origin in the business world, academia, public service, or the scientific community.

**Functional Responsibility:** The Subject Matter Expert is employed for a specific period, or for a defined deliverable product, which requires specialized technical or functional experience or skills. He/she applies subject matter expertise to resolve complex technical or functional problems. Provides expert consultative support to a functional technical area of the project. Develops solutions to complex problems. Works closely with the information technologists to identify the best technological solution to technical issues. The Subject Matter Expert is required to provide proven expertise with exceptional knowledge on a specific problem, task, or subject. He/she may have his/her origin in the business world, academia, public service, or the scientific community.

**Minimum Education:** Master's Degree plus 10 years related experience.

#### **5 - Commercial Job Title: Sr. Acquisition Specialist**

**Minimum/General Experience:** More than 6 years of experience in acquisition engineering and contract management. Working knowledge and/or familiarity with the DOD/Federal systems acquisition and procurement process as well as international program contracting.

**Functional Responsibility:** Source of domain expertise in relevant functional areas such as system engineering, business case analysis, data quality management methodologies and modeling techniques, information architecture, and object oriented technology. Leads tasks and supervises staff in the preparation of supporting acquisition documentation including a statement of objectives (SOOs), statement of work (SOW) requirements, procurement plans, program descriptions,



technical specifications, and other required solicitation information. Reviews Request for Proposal (RFP) packages for conformance with all aspects of relevant procurement regulations and validates independent government cost estimates (IGCEs). Provides computer / IT Technology technical assistance in vendor/acquisition contractor proposal evaluation, COTS/GOTS product analysis, source selection, acceptance testing, and performance monitoring against established benchmarks. Must know how to review and write complex IT technical proposal.

**Minimum Education:** Bachelor's degree in computer Engineering, Business Management, or related field.

#### **6 - Commercial Job Title: Acquisition Specialist**

**Minimum/General Experience:** More than 3 years of experience in acquisition computer technology proposal and contract management. Working knowledge and/or familiarity with the DOD/Federal systems acquisition process and database tracking systems as well as commercial administrative systems.

**Functional Responsibility:** Prepares supporting acquisition documentation including a statement of objectives (SOOs), statement of work (SOW) requirements, procurement plans, program descriptions, technical specifications, and other required solicitation information. Reviews Request for Proposal (RFP) packages for conformance with all aspects of relevant procurement regulations and validates independent government cost estimates (IGCEs).

Provides technical assistance in vendor/acquisition contractor proposal evaluation, COTS/GOTS product analysis, source selection, acceptance testing, and performance monitoring against established benchmarks.

**Minimum Education:** Bachelor's degree in technology, Business Management, or related field.

#### **7 - Commercial Job Title: Junior Acquisition Specialist**

**Minimum/General Experience:** Less than 3 years of experience in acquisition engineering and contract management. Working knowledge and/or familiarity with the DOD/Federal systems acquisition process as well as commercial administrative systems. Foreign language fluency/proficiency as required for international program contracting.

**Functional Responsibility:** Participates in/supports the preparation of supporting acquisition documentation including a statement of objectives (SOOs), statement of work (SOW) requirements, Information Technology procurement plans, program descriptions, technical specifications, and other required solicitation information. Reviews Request for Proposal (RFP) packages for conformance with all aspects of relevant procurement regulations and validates independent government cost estimates (IGCEs). Provides technical assistance in vendor/acquisition contractor proposal evaluation, COTS/GOTS product analysis, source

selection, acceptance testing, and performance monitoring against established benchmarks. Must know the Freedom of Information Act (FOIA).

**Minimum Education:** Associate's degree in computer technology, Business Management, or related field.

## **8 - Commercial Job Title: Senior Technical Writer/Documentation Specialist**

**Minimum/General Experience:** The Senior Technical Writer/Documentation Specialist must have a minimum of seven (7) years general technical writing experience in areas such as writing and editing material for reports, manuals, briefs, specifications, instruction books, users' manuals, operating manuals, maintenance manuals, installation instructions, and illustrated and non-illustrated parts breakdowns. Experience in organizing material and completing writing assignments according to specified standards regarding order, clarity, conciseness, style, and terminology is required. Additional experience in modifying and augmenting existing documentation and in recommending revisions or changes in scope, format, content, and methods of reproduction or binding is desirable. Experience in word processing and/or desktop publishing systems for producing a variety of document types and three (3) years' experience developing on-line documentation for use in a networked, Internet, or Intranet computer environment, and in developing "help" screens for users of computer-based systems is required. He/she should have experience directing the activities of junior writers and publications production personnel such as graphics artists. He/she should be experienced in coordinating and managing large-scale, multi-author projects, as well as possess project management skills and excellent interpersonal skills, with experience in interacting and gathering information from a highly technical staff. Familiarity with digital imaging techniques for merging text and graphics information in support of paperless technical manuals is desirable.

**Functional Responsibility:** The Senior Technical Writer/Documentation Specialist writes, develops, and edits technical documentation in a team-oriented environment. He/she plans, organizes, writes, and edits proposals, technical documentation, procedures manuals, as well as computer-based materials including on-line documentation and help screens. He/she acquires and organizes basic source material, including applicable specifications and accompanying diagrams and drawings. He/she acquires information from analysts, engineers, and other technical personnel as input to the final document; prepares and maintains systems programming and operations documentation, procedures, and methods including user manuals, reference manuals, and other documents and materials; edits and reviews documentation produced by contractors. Must know Adobe Acrobat, PowerPoint

**Minimum Education:** Bachelor's degree in Technical Writing for software engineering projects, English, or a technical degree in a related field.

## **9 - Commercial Job Title: Technical Editor Writer/Document Specialist**

**Minimum/General Experience:** The Technical Writer/Documentation Specialist must have a minimum of five (5) years' experience in technical writing including writing and editing material for reports, manuals, briefs, specifications, instruction books, users' manuals, operating manuals, maintenance manuals, installation instructions, and illustrated and non-illustrated parts breakdowns. Experience in organizing material and completing writing assignments according to specified standards regarding order, clarity, conciseness, style, and terminology is required. Additional experience is required in modifying and augmenting existing documentation and in recommending revisions or changes in scope, format, content, and methods of reproduction or binding is desirable. Two (2) years' experience is necessary in developing on-line documentation for use in a networked computer environment and in developing "help" screens for users of computer-based systems. Familiarity with digital imaging techniques for merging text and graphics information in support of paperless technical manuals is desirable.

**Functional Responsibility:** The Technical Writer/Documentation Specialist writes, develops, and edits technical documentation in a team-oriented environment; plans, organizes, writes and edits proposals, technical documentation and procedures manuals; and acquires and organizes basic source material, including applicable specifications and accompanying diagrams and drawings. He/she acquires information from analysts, engineers, and other technical personnel as input to the final document and prepares and maintains systems programming and operations documentation, procedures, and methods including user manuals, reference manuals, and other documents and materials.

**Minimum Education:** Bachelor's degree in Information Technology Writing, English, or a technical degree in a related field.

## **10 - Commercial Job Title: Quality Assurance Manager**

**Minimum/General Experience:** Must have 6 years of experience in quality assurance and quality control of IT Systems. At least 3 years of experience in verification and validation, software testing and integration, and software metrics, and their application to software quality assessment.

**Functional Responsibility:** Must be capable of maintaining and establishing a process for evaluating software and associated documentation. Must be able to determine the resources required for information technology quality control. Must be able to maintain the level of quality throughout the software life cycle. Develops software quality assurance plans. Conducts formal and informal reviews at predetermined points throughout the software development life cycle. Applies subject matter knowledge to high level analysis, design, development, modeling, simulation, integration, installation, documentation and implementation. Resolves problems, which require an intimate knowledge of the related technical subject matter. Applies principles and methods of the subject matter to specialized solutions. Includes but not limited to; medical and

legal transcription, environmental, scientific, maintenance and repair processes, and logistical support activities.

**Minimum Education:** Applicable functional area certification or two years' undergraduate education.

### **11 - Commercial Job Title: Quality Assurance Analyst**

**Minimum/General Experience:** Must have 4 years of experience working with IT quality control methods and tools. At least 2 years of experience in software testing and integration and a demonstrated knowledge of system and project life cycles.

**Functional Responsibility:** Must be capable of evaluating software and associated documentation. Participates in formal and informal reviews to determine information technology quality and in the development of software quality assurance plans. Examines and evaluates the SQA process and recommends enhancements and modifications. Develops information technology quality standards.

**Minimum Education:** B.A. or B.S. degree or 3 years of equivalent experience in a related field.

### **12 - Commercial Job Title: Project Control Specialist**

**Minimum/General Experience:** Program management, capable of identifying all software designs and conditions that may indicate current or future schedule, cost or technical software codes and problems. Capable of implementing the contract review and project control processes and tools within assigned programs. Experience in enterprise architecture planning; functional and software requirements analysis and specification; application systems development planning, software engineering, and design and development.

**Functional Responsibility:** MS Project, Program management, capable of identifying all conditions that may indicate current or future schedule, cost or technical problems. Capable of implementing the contract review and project control processes and tools within assigned programs.

**Minimum Education:** Bachelor Degree in Engineering, Computer Sciences, or other related technical discipline.

### **13 - Commercial Job Title: Senior Information Engineer**

**Minimum/General Experience:** Experience in enterprise architecture planning; functional and software requirements analysis and specification; application systems development planning, software engineering, and design and development.

**Functional Responsibility:** Develops or troubleshooting enterprise application architecture; plans new applications development, including identification of builds, selection of methodology and tools; sequencing and prioritization of modules; software unit integration and operational testing-strategies; evaluates software reuse, reengineering, and renewal options for components of the enterprise application architecture; designs applications for maximum flexibility and adaptability to changing business needs.

**Minimum Education:** Bachelor Degree in Engineering, Computer Sciences, or other related technical discipline.

#### **14 - Commercial Job Title: System Administrator**

**Minimum/General Experience:** Degree in computer science and at least two years' experience in systems analysis/programming with mainframes and PC hardware and PC hardware and software. Good people skill for training and assisting with software problems.

**Functional Responsibility:** Provide user support, debugging assistance and formulating solutions to program problems. Isolate problem source and effects proper problem resolution course of action. Maintain appropriate security classifications for all end-users. Install and configure all incoming computers and integrate them into the network. Assist in the hardware and software training courses for end-users. Make recommendations and assist in selection of appropriate hardware and software to meet task requirements and provide customer satisfaction.

**Minimum Education:** Bachelor Degree in Computer Sciences, or other related technical discipline.

#### **15 - Commercial Job Title: UNIX Systems Administrator**

**Minimum/General Experience:** Solid experience in SAN administration of Disk, Tape and other data storage devices. Strong written and oral communication skills are a must, with the ability to interface with clients and upper management. Possess excellent problem determination and debugging skills. Knowledge of various OEM products is preferred in the following: Intel based Win2K servers; Sun Solaris; AIX; Hitachi Disk subsystems; StorageTek tape technology; McData fabric switches; Fiber and Ethernet network infrastructures; Network switches; Host Bus Adapters; Veritas SAN backup configurations; Volume Manager.

**Functional Responsibility:** Responsible for the installation, configuration, and maintenance of UNIX operating systems. Recognizes and troubleshoots problems with server hardware and applications software. Establishes and documents standards and procedures for management review. Requires extensive knowledge of computer operations and familiarity with shell and kernel programming. Typically requires two to four years of experience.

**Minimum Education:** Bachelor Degree in Engineering, Computer Sciences, or other related technical discipline.

## **16 - Commercial Job Title: BMC Software Engineer**

**Minimum/General Experience:** Expert installation and configuration of the out-of-the-box (OTB) product.

**Functional Responsibility:** Responsible for managing large-scale implementations of BMC Software products. Duties include planning, distributed architectural design, contract and financial reporting, technical resource assessment, consultant task management, and analysis of training and support requirements. Facilitates the implementation and team communication required to provide services to address customer objectives. Provides coordination and management required for the delivery of solutions, monitors and reports financial status and contract necessities to the client. Also provides tactical requirements analysis, light design, enterprise development and implementation and training skills for the Column suite of products, (Performance Testing, Case Management, Billing Allocation Management, Sentinel), the BMC Software suite of products (Bladelogic, ADDM, CLM, BPPM, MDM, EUEM, MyIT, Footprints, Remedyforce, Remedy OnDemand, Analytics/Dashboards), Reporting products (Jaspersoft), remote desktop products, (Bomgar) Service Request products (Kinetic Request and Calendar), Performance Management tools (Silk Performer, IdentityIQ, Splunk, SQLstream). Also has the ability to perform integrations with existing architecture. He/She is versed in ITIL methodologies and can work independently or in teams with other consultants, customer personnel or third party vendors as needed.

**Minimum Education:** Master's Degree in Engineering, Computer Sciences, or other related technical discipline. ITIL Foundation Certified. PMP Certification.

## **17 - Commercial Job Title: Client/Server Network Architect**

**Minimum/General Experience:** Experienced senior level software architect and leader with understanding of component-based software development in J2EE. Experience in Java, J2EE, J2EE Application/Web Services, J2EE configuration and deployment Ability to work with system/software engineers to create detailed software designs consistent with the system/software architecture and design Ability to translate system/software requirements into architecture artifacts

and software design specifications. Experience designing business models of data and/or objects using various methodologies and modeling languages including: ER modeling, process modeling (DFDs, Rummler-Brache), OOA (Booch, Rumbaugh, and related data-oriented OOA techniques), UML Development of enterprise-wide data models and significant object models built for reuse and establishing common language and business rules Design of reusable components using OOA/OOD techniques that were implemented in both an OO language as well as a procedural language Significant experience with using Patterns to design solutions Significant experience teaching and mentoring other designers and developers in the best use of OOA/OOD techniques Experience with integrating COTS and Legacy applications in a component-based software architecture Experience with formal software development processes and methodologies are a plus.

**Functional Responsibility:** Top-level technical expert responsible for design and development of a client/server environment. Develops strategy of client/server system and the design infrastructure necessary to support that strategy. It advises on selection of technological purchases with regards to processing, data storage, data access, and applications development. It sets standards for the client/server relational database structure for the organization (SQL, ORACLE, SYBASE, ect.). Advises of feasibility of potential future projects to management.

**Minimum Education:** Master's degree in, Information Science, Information Systems, Computer Science, or other technical or scientific discipline or minimum of six (6) years of directly related experience.

## **18 - Commercial Job Title: Senior Computer Security System Specialist**

**Minimum/General Experience:** Ten (10) years of directly related experience. And at least 8 years of specialized experience in defining computer security requirements for high-level applications, evaluation of approved security product capabilities, and developing solutions to multilevel security (MLS) problems.

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

**Minimum Education:** Master's degree Information Science, Information Systems, Computer Science, or other technical or scientific discipline or minimum of Ten (10) years of directly related experience.

## **19 - Commercial Job Title: Computer Security Systems Specialist**

**Minimum/General Experience:** The Computer Security Systems Specialist must have a minimum of six (6) years of directly related experience in designing, engineering, and implementing computer security solutions. He/she has experience in secure LAN and secure Client/Server distributed processing environments and in two or more of the following disciplines: Security Requirements Analysis, Testing, Certification and Accreditation. He/she has progressively more responsible experience in information systems security engineering or related engineering or computer science activities.

**Functional Responsibility:** The Computer Security Systems Specialist analyzes and defines security requirements for Multilevel Security (MLS) issues. He/she designs, develops, engineers and implements solutions to MLS requirements; and gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing MLS programs. This professional level contains engineers, systems designers, installation planners and technicians. He/she supervises Information System Security Engineers or equivalent staff category.

**Minimum Education:** Master's degree in Electrical Engineering, Information Science, Information Systems, Computer Science, Physics, Mathematics, or other technical or scientific discipline.

## **20 - Commercial Job Title: Web Program Manager**

**Minimum/General Experience:** To perform web systems application and technical architecture, including design and programming services, to expand and enhance the capabilities of the agency's web-based systems in support of the corporate web site to be reflective of corporate communication/branding strategies, business unit goals and overall agency objectives

**Functional Responsibility:** Provide support to various software development projects. Supervise one or more functional teams. Work collaboratively with other technology. Develops standards and strategies for web site and corporate intranet planning and development. Performs complex system and application architecture reviews and designs. In conjunction with IT staff and business unit staff assists with or develops business requirements, system functional specifications and business process redesigns, as appropriate. Serves as project manager or project lead and develops project charters, project plans and related project management functions for all assigned projects. Works with business unit management, consultant/design staff and I.S. technical staff to develop application designs, testing plans and implementation processes. Performs analysis and reporting related to web site activities. Provides programming services as needed in conjunction with site support. Maintains a state-of-the-art knowledge of web site design and development techniques, as well as technical infrastructure. Prepares system documentation including architecture, operational procedures, and user training and application instruction guides.



**Minimum Education:** Master's degree in Information Science, Information Systems, Computer Science, or other technical or scientific discipline.

## **21 - Commercial Job Title: Web Designer**

**Minimum/General Experience:** Knowledge of JAVA programming, HTML programming, CGI-script programming (Forms, Database, and Integration), SharePoint experiences in modules designs and SQL.

**Functional Responsibility:** To plan, develop, design, establish and maintain Internet sites for clients using technical knowledge and communication expertise to achieve marketing or informational goals. Interview client to clarify their goals for stabling Web Site. Educate client about the similarities and differences between Internet communication and other forms of marketing and public relations efforts. Custom tailors a plan for proposed site using combination of graphic and written material, and modifies proposal as necessary until client is satisfied. Designs or supervises design of digitized images, java banners, bullets, charts, image maps and other graphics enhance appearance of site. Writes, or edits and formats, copy to present clients' message effectively. Coordinate with Internet Service Provider (ISP) to reduce amount of technical expertise needed by client. Provide marketing and promotional services of site such as registration of web site with search engines and directories. Update and expand information on Web Site to attract repeat users. Meets on a regular basis with clients to evaluate and modify site as it seems appropriate.

**Minimum Education:** Bachelor's degree in computer science or graphics communication and at least two years of relevant experience.

## **22 - Commercial Job Title: Software Developer**

**Minimum / General Experience:** Must have 3 years of computer experience in at least two of the following disciplines: system analysis, system programming, application programming, and equipment analysis. which applies to software, engineering and object oriented technologies. Requires in-depth expertise in all phases of the life cycle, systems analysis techniques, concepts and methods; also requires knowledge of hardware and management practices.

**Functional Responsibility:** Creates systems and guides technical decisions for complex information systems. Performs engineering studies and provides senior technical mentoring to software engineers and junior technical personnel.

**Minimum Education:** Technical Bachelor's Degree or related degree and/or appropriate certification.

### **23 - Commercial Job Title: Web Content Administrator**

**Minimum/General Experience:** Knowledge of Hypertext Markup Language (HTML) and Microsoft FrontPage. Working knowledge of Adobe Photoshop. Demonstrated abilities in graphic design and page layout. Ability to search and extract data from the Internet. Knowledge of Web-based scripting language, such as JavaScript and ASP. Excellent interpersonal, team-building and communication skills (oral and written)

**Functional Responsibility:** Web Content Administrator, using HTML editing software, creates, edits and translates content information from a variety of sources into Web pages. The position reports to the Web Project Manager. Assist in the collection and collaboration of all contents for web site. Implement updates to web site. Test pages on the web site for accuracy and functionality both in terms of code and text. Assist Web Project Manager keeps in constant contact with other departments responsible for supplying regular information to the web site. Assist in the design and development of interactive components of the web site.

**Minimum Education:** Bachelor's Degree or related degree and/or appropriate certification.

### **24 - Commercial Job Title: Senior Cable Specialist**

**Minimum/General Experience:** Design communications cabling plants. Perform site surveys. Analyze consumer needs. Communications and network cabling systems. Ability to perform a variety of cable plants. Data, voice and video. Ability to manage one or more persons.

**Functional Responsibility:** Working knowledge of the different type of cable and their purpose. Proven Managerial skills.

**Minimum Education:** High school diploma and/or appropriate certification.

### **25 - Commercial Job Title: Cable Specialist**

**Minimum/General Experience:** Working knowledge of the different type of cable and their purpose. Proven Managerial skills.

**Functional Responsibility:** Ability to perform a variety of cable plants. Data, fiber, voice and video.

**Minimum Education:** High school diploma or GED.

## **26 - Commercial Job Title: Telecommunications Engineer**

**Minimum/General Experience:** Performs a variety of telecommunications engineering tasks which are broad in nature and are concerned with the design and implementation of integrated telecommunications systems and includes considerations of personnel, hardware, software, support facilities, and/or equipment. Supervises team of engineers through project completion Experience leading diverse teams. Ability to engage audiences and motivate through teaching and public speaking. Strong interpersonal skills and maturity in dealing across cultures with all levels of Business and IT management. Good time-management and prioritization skills. Ability to construct quality work plans and deliverables from minimal definitions and work on multiple assignments simultaneously. Effective negotiating skills, including the ability to gain support for project work from operational management. Excellent written and oral communication skills; requires the ability to convey complex business and technical subjects to all audiences.

**Functional Responsibility:** Experience in technical support areas performing repair, troubleshooting, installation, training, integration, and upgrade of complex systems or equipment.

**Minimum Education:** Master's Degree or related degree and/or appropriate certification.

## **27 - Commercial Job Title: Disaster Recovery Specialist**

**Minimum/General Experience:** Well-rounded with knowledge of IT business and organization and strong interest in Business Continuity/Disaster Recovery services.

**Functional Responsibility:** Define disaster scenarios for the data center, the risks associated with each, and the likelihood of occurrence. For all production applications, identify requirements for disaster recovery with respect to time and application functionality. Identify options for disaster recovery for those scenarios and applications where recovery must be undertaken. Cost analysis. Develop testing methods for disaster recovery plans.

**Minimum Education:** Bachelor's Degree or related degree and/or appropriate certification.

## **28- Commercial Job Title: Software Systems Engineer**

**Minimum/General Experience:** This position requires proficiency in a variety of PC applications to include the latest Microsoft SharePoint, Windows, Word, Microsoft Excel, GroupWise, PowerPoint,. The candidate must have the ability to diagnose hardware, software and operational problems and take remedial actions or recommend procedural changes. A minimum of 8 or more years of experience providing PC support to users with a variety of skill levels and the ability to support users with a variety of skill levels in a network environment. Excellent communication and interpersonal skills is a must.

**Functional Responsibility:** The Software System Engineer will be primarily responsible for training and support of word processing, spreadsheet, presentation and desktop publishing applications, user support and diagnosing and resolving end-user software problems. The incumbent will also analyze user needs and develop applications to support these needs in a user-friendly manner. Provide day-to-day problem resolution answering software related questions, research and communicate more efficient way to utilize software, troubleshoot software related problems, install software, research documentation and contact technical support to resolve user software issues. Develop and deliver onsite training.

Create and maintain user documentation. Determine broader instructional needs of departments and groups. Coordinate with vendors for external training. Develop instructional materials for specific software features used by the end –user. Develop and conduct new employee orientation. Create and implement assessment tools to determine individual skill levels. Develop and maintain macro and forms libraries. Assist Database Manger in implementation of applications and user support. Assist with special graphics and desktop publishing projects. Assist departments in designing publications, brochures and training manuals.

**Minimum Education:** Bachelor’s Degree or related degree and/or appropriate certification.

## **29 - Commercial Job Title: Service Technician**

**Minimum/General Experience:** The Service Technician maintains, repairs, and installs various types of electronic equipment and related devices. They possesses a detailed understanding of the interrelationships of circuits, printers and PCs, is able to exercises independent judgment in performing such tasks as making break-fix analysis, calculating problems, and good customer relationships.

**Functional Responsibility:** The Service Technician maintains, repairs, and installs various types of electronic equipment and related devices. He/she applies technical knowledge of electronics principles in determining equipment malfunctions, and applies skill in restoring equipment operations.

**Minimum Education:** Associate's degree, vocational, or certification or equivalent and 2 to 3 years of related experience.

### **30 - Commercial Job Title: Help Desk Manager**

**Minimum/General Experience:** The Help Desk Manager must have a minimum of seven (7) years general experience of which at least five (5) must be specialized. Specialized experience includes the management of help desks in a multi-server environment, a comprehensive knowledge of PC operating systems, and knowledge of networking and electronic mail.

**Functional Responsibility:** The Help Desk Manager provides telephone and in-person support to users in the areas of electronic mail, directories, and standard Windows desktop applications and manages help desks in a multi-server environment.

**Minimum Education:** Bachelor's degree in computer science, information systems, engineering, business, or other related discipline.

### **31 - Commercial Job Title: Help Desk Specialist**

**Minimum/General Experience:** The Help Desk Specialist must have a minimum of five (3) years general experience of which at least three (3) must be specialized. Specialized experience includes direct help desk experience, knowledge of PC operation systems, and knowledge of networking and electronic mail.

**Functional Responsibility:** The Help Desk Specialist provides telephone and in-person support to users in the areas of electronic mail, directories, and standard Windows desktop applications.

**Minimum Education:** Associate's degree in Computer Science, Information Systems, engineering, business, or other related discipline.

### **32 - Commercial Job Title: Senior Help Desk Specialist**

**Minimum/General Experience:** The Senior Help Desk Specialist must have a minimum of seven (7) years' experience of which at least five (5) must be specialized. Specialized experience includes help desk experience, knowledge of personal computer operating systems, and environments, or equivalent experience in a specific customer's environment (e.g., UNIX, mainframe systems, as applicable). A knowledge of applications development languages that support major business systems running on clients, servers, and workstations is also required.

**Functional Responsibility:** The Senior Help Desk Specialist provides telephone and in-person support to users in the areas of electronic mail, directories, and client/server-, and workstation

based COTS and business systems. He/she acts as senior-level troubleshooter to resolve problems that cannot be resolved by the first help desk tier. The Senior Help Desk Specialist advises junior help desk specialists in problem resolution; evaluates, tests, installs, and modifies

stand-alone, networked, and workstations systems and applications; and evaluates and tests vendor-supplied applications to determine their compatibility with existing systems and other software, ease of use, maintenance, and suitability for the client organization's overall needs, mission, and requirements. He/she consults with users to define optimal hardware and software configurations; interacts with other functional areas such as network services, systems

engineering, and applications development to identify and solve user problems and to restore service; prepares reports on type and frequency of user problems and analyzes them to recommend changes to reduce user problems; prepares reports on problem resolution response time, and recommends changes to the help desk process to improve response times.

**Minimum Education:** Associate's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline.

### **33 - Commercial Job Title: Senior Training Specialist**

**Minimum Requirements:** Six (6) years of directly relevant experience or a Bachelor's Degree in education or other relevant discipline and ten (10) years of directly relevant experience

**Functional Responsibility:** Working independently as a team leader. Provide on-the-job instruction for an Information Technology educational program, demonstrate, explain, and instruct students in the use/maintenance of equipment, techniques, principles, or instruction with training aids, devices, simulators or simulation. Conduct and evaluate training to include front-end analysis, design of training courses, and development of training program content and material, and, classroom/laboratory instruction. Interprets technical information and translates it into practical language for training and instruction. Confers with technical staff members to interpret technical requirements and verify training and instructional material. Conducts classroom /laboratory instruction. Develops and validates, and implements instruments measuring student achievement of learning/training objectives.

**Minimum Education:** Master's Degree in education or other relevant discipline

### **34 - Commercial Job Title: Training Specialist / Instructor**

**Minimum/General Experience:**

**Functional Responsibility:** Provides on-the-job instruction for an Information Technology educational program, demonstrate, explain, and instruct students in the use/maintenance of equipment, techniques, principles, or instruction with training aids, devices, simulators or simulation. Applies Instructional Design principles in performing analyses, studies and research supporting the design and development of instructional materials to meet specific learning objectives. Familiar with paper-based, and/or distance learning media and is able to work, with direction from the client and/or supervisor to storyboard, prototype and develop training materials that meet the client s requirements.

**Minimum Education:** Bachelor s Degree in education or a related discipline and ten (10) years of directly relevant experience.

### **35 - Commercial Job Title: Data Entry Clerk:**

**Minimum/General Experience:** Operates computer data entry devices including key entry and verification software data entry. Ability to enter data precisely, in the proper fields, proper spacing, punctuation and formatting. Ability to edit source data to ensure that they conform to predetermined specifications. Ability to compare data on printout or screen with source data to detect errors. Maintain time log of jobs performed Perform routine clerical work as required.

**Functional Responsibility:** Operates computer systems and peripheral equipment in conformance to site-specific operating procedures. Monitors and controls a computer by operating the central console or on-line terminal in accordance with established routines. Continuously observes the operation of the equipment, reporting any deviations from standard. Performs all normal operating procedures. Performs data entry and verification of data where applicable. Performs routine data preparation and distribution when incidental to data entry tasks.

**Minimum Education:** High school diploma and one year related experience. Ability to 45 WPM. Excellent English grammar skills and ability to follow written instructions.

### **36 - Commercial Job Title: Administrative Assistant**

**Minimum Education:** The Administrative Assistant must have a minimum of two (2) years' experience in administrative typing, word processing, graphics, technical publication equipment and/or personnel. Experience in computer graphics software packages or with operating a computer terminal can be used as substitute for experience with word processing equipment.

**Functional Responsibility:** The Administrative Assistant coordinates collection and preparation of operating reports, budget expenditures, and statistical records of performance data. He/she may direct services, such as maintenance repair, supplies, mail, and files. He/she may compile, store, and retrieve management data using PCs. Provides a wide variety of administrative and staff

support services to an organizational unit. Assists in budget preparation and control activities. Assists in the preparation and control of records, statistics, and reports regarding operations, personnel changes, etc. Administers programs, projects, and/or processes specific to the operating unit served. Serves as liaison within and outside the company for administrative issues, including purchasing, personnel, facilities, and operations.

**Minimum Education:** Associate's degree and 3 years related experience. (or its equivalent as evidenced by two years of applicable college courses), or vocational training.

### **37 - Commercial Job Title: Information Assurance Analyst**

**Minimum/General Experience:** Four years' experience with LANs, WANs, VPNs, firewalls and other security and network devices. Shall be capable of assessing and evaluating new IA and network technologies and IA-enabling products. Shall have specialized experience that includes: three years of experience network monitoring, intrusion detection, PKI, reactive measures and prevention, security assessment methodologies, security vulnerability analysis, PKI, data encryption, and key management. Knowledge of state-of-the-art storage and retrieval methods is required, as well as the ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer software. Systems analysis experience designing technical applications on computer systems. Experience in systems engineering, system design, system development or application development, intended for IA systems or products.

**Functional Responsibility:** Performs network vulnerability analysis and reporting. Perform network security monitoring and analysis, identifies suspicious and malicious activities, identifies and tracks malicious code (including worms, viruses, Trojan horses, etc.), enters and tracks events and incidents. Supports incident escalation and assesses probable impact and damages, identifies damage control, assists in developing course of action and recovery procedures. Knowledge of LANs, VPNs, Routers, firewalls, Applies knowledge of current IA policy at the national IA structure, roles of major organizations how they interrelate and interact, and shortcomings in this structure. Reviews and recommends IA solutions to customer problems based on an understanding of how products and services interrelate and support the IA mission and the viewpoints of the consumers of those products and services. Analyzes and recommends resolution of IA problems based on knowledge of the major IA products and services, an understanding of their limitations, and a working knowledge of the disciplines of IA.

**Minimum Education:** A Bachelor's Degree or equivalent in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical disciplines is required. Experience and education equivalents: Certified Level I System Administrator one year general experience; Certified Level II System Administrator two years general experience; Certified Level III System Administrator three years general experience. A High School diploma with eight years of IA specialized experience may be substituted for the Bachelor's Degree, or twelve years for a Master's Degree. CISSP Certification equates to three years of experience.



**38 - Commercial Job Title: Investigator Specialist**

**Minimum/General Experience:** This position requires a minimum of two years’ experience in law enforcement, information computer security or comparable areas with specific training and certifications; personnel security; accidents; fires; damages or injuries to persons or property; employment discrimination; etc. Prepares appropriate findings of fact and presents reports to appropriate authorities.

**Functional Responsibility:** Provides investigative IT support for personnel security matters (Offices of Personnel Security), investigative organizations (such as Offices of IG) or other constituted authority. Conducts inquiries into the background of individuals using advance application for tracking wrong doing on IT systems and submits reports to proper adjudicative authority. Investigates employee computers misconduct, including management and disciplinary actions. Conducts administrative fact-finding investigations (covering all aspects of non-criminal employee misconduct, including allegations arising under Title 5 USC, applicable Executive Orders, OMB Circulars, Federal Employees Compensation Act, Federal Labor Laws, and applicable Agency specific Standards of Conduct. Must conduct investigations within guidelines set forth in the Quality Standards for Investigations by the President’s Council on Integrity and Efficiency. Must be familiar with the law, regulations and Supreme Court decisions regarding union and other representation during witness and subject interviews. Must recognize when an investigation develops potential criminal ramifications and institute appropriate procedures. Investigator is aware of and complies with the provisions of the Privacy Act and the Freedom of Information Act as they relate to the disclosure of investigative information and the preservation of notes and other relevant information developed during the course of an investigation. Must have a general knowledge and understanding of basic investigative techniques such as methods for performing video surveillance, legal restrictions, evidence collection, storage, chain of custody, etc.

**Minimum Education:** Bachelor’s Degree or equivalent experience. Must be properly licensed under the laws of the jurisdiction in which the investigation is conducted.

**GSA SCHEDULE PRICE LIST**

CLIN	Labor Category (.75% Industrial Funding Fee)	Rates
1	Program Manager	\$155.00
2	Project Manager	\$120.00
3	Senior Subject Matter Expert	\$205.00
4	Subject Matter Expert	\$160.00
5	Sr. Acquisition Specialist	\$92.00
5	Acquisition Specialist	\$65.00
7	Junior Acquisition Specialist	\$48.00
8	Senior Technical Writer	\$95.00
9	Technical Editor Writer/Document Specialist	\$65.00

10	Quality Assurance Manager	\$115.00
11	Quality Assurance Analyst	\$105.00
12	Project Control Specialist	\$118.00
13	Senior Information Engineer	\$130.00
14	System Administrator	\$90.00
15	UNIX Systems Administrator	\$90.00
16	BMC Software Engineer	\$340.00
17	Client/Server Network Architect	\$145.00
18	Senior Computer Security System Specialist	\$150.00
19	Computer Security System Specialist	\$98.00
20	Web Program Manager	\$105.00
21	Web Designer	\$78.00
22	Software Developer	\$120.00
23	Web Content Administrator	\$78.00
24	Senior Cable Specialist	\$78.00
25	Cable Technician	\$28.00
26	Telecommunications Engineer	\$95.00
27	Disaster Recovery Specialist	\$220.00
28	Software Systems Engineer	\$96.00
29	IT Hardware Specialist	\$78.00
30	Help Desk Manager	\$95.00
31	Help Desk Specialist	\$57.00
32	Senior Help Desk Specialist	\$75.00
33	Senior Training Specialist / Instructor	\$120.00
34	Training Specialist / Instructor	\$75.00
35	Data Entry Clerk	\$24.00
36	Administrative Assistant	\$28.00
37	Information Assurance Analyst	\$130.00
38	Investigator Specialist	\$125.00