



**FEDERAL SUPPLY SERVICE
Authorized Federal Supply Schedule Price List**

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!®, a menu-driven database system. The INTERNET address GSA Advantage!® is: GSAAvantage.gov.

GSA Schedule 70

SIN 132-51, Information Technology (IT) Professional Services

FPDS Class D301	IT Facility Operation and Maintenance
FPDS Class D302	IT Systems Development Services
FPDS Class D306	IT Systems Analysis Services
FPDS Class D307	Automated Information Systems Design and Integration Services
FPDS Class D308	Programming Services
FPDS Class D310	IT Backup and Security Services
FPDS Class D311	IT Data Conversion Services
FPDS Class D316	IT Network Management Services
FRDS Class D399	Other IT Services, Not Elsewhere Classified

SIN 132-100 ANCILLARY SUPPLIES AND/OR SERVICES

FSC/PSC Class 7010	ADPE SYSTEM CONFIGURATION
FSC/PSC Class D399	IT AND TELECOM- OTHER IT AND TELECOMMUNICATIONS

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January 19, 2017

Business Size: Small

Contract Number: GS-35F-181GA
Period Covered by Contract: 01/19/2017 to 01/18/2022

General Services Administration
Federal Supply Service

Pricelist current through dated 1/19/2017.

For more information on ordering from Federal Supply Schedules, click on the FSS Schedules button at fss.gsa.gov.

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1. Customer Information

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).

SIN 132-51, Information Technology (IT) Professional Services
SIN 132-100, ANCILLARY SUPPLIES AND/OR SERVICES

See "Labor Category Descriptions" and "Pricing" sections of this document, respectively, for definitions of labor categories and GSA approved hourly rates.

1b. Lowest Priced Model Number and Price for Each SIN.

N/A

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate "Not applicable" for this item.

See "Labor Category Descriptions" section of this document for descriptions of labor categories.

2. Maximum order.

SIN 132-51: \$500,000.

SIN 132-100: \$500,000

These are not limits on the sizes of task orders that can be issued under the GSA contract. It means that if the best value selection places a task order over \$500,000, the contractor can decline the order.

3. Minimum order.

\$100

4. Geographic coverage (delivery area).

Domestic.

5. Point(s) of production (city, county, and State or foreign country).

Columbia , MD (Howard County)

6. Discount from list prices or statement of net price.

Government net prices (discounts already deducted). See "Pricing" section.

7. Quantity discounts.

See "Pricing" section.

8. Prompt payment terms. Note: Prompt payment terms must be followed by the statement "Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions."

None. (0% Net 30.)

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

Accepted up to the micro-purchase threshold.

9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold.

Accepted over the micro-purchase threshold.

10. Foreign items (list items by country of origin).

None.

11a. Time of delivery. (Contractor insert number of days.)

As specified in Task Orders.

11b. Expedited Delivery.

N/A.

11c. Overnight and 2-day delivery.

Overnight and 2-day delivery is available for reports and other deliverables. Contact the contractor for rates.

11d. Urgent Requirements.

Please note that the contract includes clause I-FSS-140-B (URGENT REQUIREMENTS). Agencies can contact the contractor's representative to effect a faster delivery.

12. F.O.B. point(s).

Destination.

- 13a. Ordering address(es).
 SysDataLogics Corporation
 10440 Little Patuxent Pkwy, Suite #900
 Columbia - MD - 21044
- Phone: (443) 445-3142
 Fax: (443) 445-3142
 E-mail: orders@sysdatalogics.com
 Website: <https://www.sysdatalogics.com>
- 13b. Ordering procedures.
 For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.
14. Payment address(es).
 Same as ordering address, above.
15. Warranty provision.
 Contractor's standard commercial warranty.
16. Export packing charges, if applicable.
 N/A
17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level).
 Contact contractor.
18. Terms and conditions of rental, maintenance, and repair (if applicable).
 N/A
19. Terms and conditions of installation (if applicable).
 N/A
20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable).
 N/A
- 20a. Terms and conditions for any other services (if applicable).
 N/A
21. List of service and distribution points (if applicable).
 N/A
22. List of participating dealers (if applicable).
 N/A
23. Preventive maintenance (if applicable).
 N/A
- 24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants).
 N/A
- 24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.)
 SysDataLogics Corporation complies with Section 508 EIT standards as found at: www.Section508.gov/.
25. Data Universal Number System (DUNS) number - **00-984-6654**
26. Notification regarding registration in the System for Award Management (SAM). SysDataLogics Corporation is registered in SAM.

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

1. SCOPE

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

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

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

3. ORDER

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

4. PERFORMANCE OF SERVICES

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

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

- (a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either:
 - (1) Cancel the stop-work order; or
 - (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- (b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if:
 - (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and

(2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

(c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

(d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

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

7. RESPONSIBILITIES OF THE CONTRACTOR

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

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.

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

11. INVOICES

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

12. PAYMENTS

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

the following provision:

(a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.

(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—

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

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

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

16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all IT Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

3. TERMS AND CONDITIONS APPLICABLE TO ANCILLARY SUPPLIES AND /OR SERVICES (SPECIAL ITEM NUMBER 132-100)

Ancillary supplies and/or services are support supplies and services which are not within the scope of any other SIN under schedule 70.

1. SCOPE

The work performed under this SIN shall be associated with existing SINs that are part of this schedule. Ancillary supplies and/or services shall not be the primary purpose of the work ordered, but be an integral part of the total solution offered.

2. ORDER

- a. Ancillary supplies and/or services may only be ordered in conjunction with or in support of supplies and/or services purchased under another SIN(s) in this contract to provide a solution to a customer requirement.
- b. This SIN may be used for orders and blanket purchase agreements that involve work or a project that is solely associated with the supplies and/or services purchased under this schedule 70 and/or this contract.
- c. This SIN EXCLUDES purchases that are exclusively for supplies and/or services already available under another schedule and is limited to information technology (IT) products and/or services.
- d. All task orders are subject to the terms and conditions of the primary SIN(s) in this contract. In the event of conflict between a task order and the contract, the contract will take precedence.

3. SPECIAL INSTRUCTIONS

Offerors may be required to provide additional information to support a determination that their proposed ancillary supplies and/or services are commercially offered in support of one or more SINs under this schedule.

4. Description of SysDataLogics Corp Services

With our extensive experience in providing enterprise wide IT solutions, SysDataLogics offers expertise in providing various services in Enterprise Security and Software Services.

The following are the core service we offer :

- **Cyber security and Enterprise IT security** - We provide expert services in Enterprise IT security and cyber security with our services in System Security, Application Security , User and System Authentication Multifactor Authentication , Smart Card / PIV Authentication , Role Based Access Management Adaptive & Attribute based access management , User Identity Lifecycle Management , User Registration , Identity Proofing and other enterprise IT security functions .
- **Enterprise IT architecture, design and integration services**- Services in Enterprise IT Architectures include system design based on Modular & Reusable Software Architectures, Distributed Architectures, Service Oriented Architectures (SOA), TOGAF, Zachman. Business Architectures design based on Business Process Management (BPM), Process Improvement, Visual Modeling (BPMN), Business Process Execution (BPEL)
- **Systems Design, Develop, Deploy and Maintenance Services** - We provide expert services in System Design,, Application Software Design, Engineering and Integration , Develop and deploy , COTS/GOTS Product Evaluation and Selection , Product Compliance Studies and Assessments , System Analysis and Design , System Design/Specifications , IT Planning, Studies and Assessments and other systems development and maintenance services.
- **Web services and internet systems development** - We offer expert services in design, development and deployment of web based applications and services in a shared services model / platform. Web services include - SOA based Design and Development (Sync and A-sync) , Interoperable SOAP based web services and micro based light weight RESTful web Services.
- **Business Process Improvement** - Business process consulting services include Business Process Management analysis , design and implementation, Business Process Modeling , Process Improvement, Process Automation and Implementation.
- **Custom software development** - Services in custom software development include customization of Custom of the shelf (COTS) products as per customers requirements. Custom software creation using open source and other frameworks. Customization services also include integration of the custom software within the customers IT environment for optimum use and to maximize the return on investment.
- **Software installation and configuration** - Services include installation, configuration, patching, upgrades and other system support for multiple IT environments.

- **IT Operations and Management consulting** - Services include ongoing systems operations support, Program Management, Project Office Staff Support , Risk Management, Project Planning, Scheduling and Work Breakdown Structures (WBS) , Metrics Planning and Tracking , Configuration Management , Quality Management, IT Strategic Planning, Project Planning and Management , Strategic Planning for Technology Programs/Activities, Acquisition and Life Cycle Management , Concept Development and Requirements Definition and Technical expertise and staff support
- **Infrastructure Engineering Services** - We provide expert services in engineering and configuration and creation of execution infrastructure for software systems. Infrastructure engineering includes Cloud based Virtual Infrastructure for Development , Testing , Validation and Production environments . We provide expertise on infrastructure sizing to support systems that can scale to high volumes and for high availability . Services include Disaster Recovery Planning and Implementation for critical systems and Decommissioning and Disposition of legacy systems.
- **Software Delivery and Release Management** - Services in software delivery and release management include software code and artifacts configuration management via continuous Integration & management , release via a Controlled Release Management process, Agile sprints based delivery management and Scheduled Quarterly Release and monthly off cycle release based management
- **Data Management Services** - We provide expert services in database management and data Services Implementation . Services include Database Design and Implementation , Data Migration - Application , User and system data , Data Archiving and dissemination services , Data Marts analysis, design and development, Big Data analysis, data scraping and consolidation, Audits and Reports generation and analysis and Data Security implementation
- **Technical writing and documentation** - We provide expert services to create and maintain technical and project management documentation , System design presentations and user guides. Services to write white papers on recommendations, technical proof of concept plans, System Design document, Implementation plan, Interface control documents, Version Description document (VDD) , and other SDLC documentation. Services to create and update project management plans including Scope management, Requirements management, Schedule management, Financial management, Quality management, Resource management, Communications management, Project change management and Risk management.
- **Quality Assurance / Software/ System testing** - We provide expert services in Software Quality Assurance , Test Planning and Monitoring , System Testing and Evaluation , System Performance , load, capacity testing , Performance Measurement Analysis, Product Reliability and Maintainability Studies

5. Labor Category Descriptions

The following labor category descriptions are for the services offered and approved by GSA under **SIN 32 -51 and SIN 132 -100** .Unless otherwise specified the labor category descriptions are for **SIN 132 -51**.

5.1 Substitution Requirements

Education	Generally, education requirements cited for the below categories may be substituted with:		
Substitutions	1.	6-8 years' experience may be considered equivalent to a Bachelor's degree.	
	2.	8-12 years' experience may be considered equivalent to a Master's degree.	
	3.	12-16 years' experience may be considered equivalent to a Ph.D.	
	The experience must include progressively increasing responsibilities and strong performance record.		

5.2 General IT Management

Administrator I	
Responsibilities	Office staff performing business and administrative functions under the supervision of the general manager and senior technical team members.
Education	High school graduate.
Experience	No minimum.
SIN	132-100

Administrator II	
Responsibilities	Office staff performing business and administrative functions under the supervision of the general manager and senior technical team members. Experienced in facility operations and business procedures. Able to multitask accurately and to work relatively independently. May be required to take minutes for business or technical meetings, may need to support relatively complex documentation requirements.
Education	Associates Degree.
Experience	3 -5 years. Knowledge of the general system development life cycle and/or the Capability Maturity Model

5.3 System and Application Development

Application Developer I	
Responsibilities	With support and supervision, translate requirements into software specifications and detailed design documents. Design, develop, test and implement software entities in different languages, using different development methodologies, on different platforms, in different environments. An Application Developer works under the direct oversight of more experienced developers and analysts and is expected to be able to complete these tasks with ongoing technical support and with guidance.
Education	BA/BS degree.
Experience	1 year.

Application Developer II	
Responsibilities	Translate requirements into software specifications and detailed design documents. Design, develop, test and implement software entities in different languages, using different development methodologies, on different platforms, in different environments. Requires a basic understanding of the system development life cycle and the primary tasks therein. An Application Developer II works under the general oversight of more experienced developers and analysts and is expected to be able to complete these tasks with only moderate technical support and with guidance.
Education	BA/BS degree.
Experience	3 years.

Application Developer III

Responsibilities	Translate requirements into software specifications and detailed design documents. Design, develop, test and implement software entities in different languages, using different development methodologies, on different platforms, in different environments. Requires a comprehensive understanding of the system development life cycle and the primary tasks therein. Must be able to interact independently with project and client business analysts, designers, systems and operations personnel. An Application Developer III performs these tasks for their own assignments and also provides general oversight for less experienced developers and analysts.
Education	BA/BS degree.
Experience	6 years. Basic knowledge of the general system development life cycle and the Capability Maturity Model Integration (CMMI) required

Application Developer IV

Responsibilities	Participate in the overall system design and development process, including functional requirements analysis. Translate requirements into software specifications and detailed design documents. Design, develop, test and implement software entities in different languages, using different development methodologies, on different platforms, in different environments. Requires a comprehensive understanding of the system development life cycle and the primary tasks therein. Must be able to interact independently with project and client business analysts, designers, systems and operations personnel. An Application Developer IV performs these tasks for their own assignments and also provides team-level oversight for less experienced developers and analysts.
Education	BA/BS Degree.
Experience	9 years. Detailed knowledge of the general system development life cycle and the Capability Maturity Model Integration (CMMI) required.

Sr. Application Developer

Responsibilities	Participate in and lead the overall system design and development process, including functional requirements analysis. Translate complex requirements into software specifications and detailed design documents. Design, develop, test and implement sophisticated software entities in different languages, using different development methodologies, on different platforms, in different environments. Requires a comprehensive understanding of the system development life cycle and the primary tasks therein. Must be able to interact independently with project and client business analysts, designers, systems and operations personnel. Able to supervise teams of application developers, monitor and mentor their technical performance, act as a liaison between overall development activities and project-level objective and management.
Education	MA/MS Degree or equivalent.
Experience	12 years. Detailed knowledge of the general system development life cycle and the Capability Maturity Model

Software Engineer I

Responsibilities	Performs complex analysis, design, development, integration, testing and debugging of computer software. Activities range from operating system architecture integration and software design to recommendation of products. Senior level knowledge of computer systems environments and utilities in a particular product range. Adept in multiple script and application programming languages. Familiar with network and computer communications hardware characteristics, preferably in multiple tiers. Interacts with analysts and developers to design and implement custom systems solutions. Able to communicate with internal and client technical and management staffs.
Education	MS/MA or equivalent experience.
Experience	8 years.

Programmer/Analyst I

Responsibilities	Programmer/analyst responsible for analysis, design, programming, testing and documentation of straight forward system requirements, and implementation of solutions of average complexity. Interacts with other development team members, business analysts, client and project managers.
Education	BS/BA or equivalent experience.
Experience	No minimum.

Programmer/Analyst II

Responsibilities	Middle level technical programmer/analyst, responsible for analysis, design, programming, testing, and documentation of system requirements and implementation solutions of average to mid-range complexity. Interacts with other development team members, business and systems analysts, client and project managers.
Education	BS/BA or equivalent experience.
Experience	2 years.

Programmer/Analyst III

Responsibilities	Senior level technical programmer/analyst, responsible for analysis, design, programming, testing, and documentation of relatively complex system requirements and implementation solutions. May act as the lead programmer analyst or project manager, assists other team members in similar activities. Interacts with other development team members, business and systems analysts, client and project managers.
Education	BS/BA or equivalent experience.
Experience	5 years. Must have demonstrated significant knowledge of and proficiency in a particular language, development

Programmer/Analyst IV

Responsibilities	Senior level technical programmer/analyst, responsible for analysis, design, programming, testing, and documentation of relatively complex system requirements and implementation solutions. May act as the lead programmer analyst or project manager, assists other team members in similar activities. Interacts with other development team members, business and systems analysts, client and project managers.
Education	BS/BA or equivalent experience.
Experience	8 years. Must have demonstrated significant knowledge of and proficiency in a particular language, development

Development Manager/Lead

Responsibilities	The Development Manager needs to know how to scope out a project for a software release. Lead and ensure software code Deliverables, Time Lines and release deliverables are met as per scope. May act as a development lead and ensures code reviews, quality and functionality is met as per release scope. May interact and coordinate with various teams for successful implementation.
Education	BS/BA or equivalent experience.
Experience	Minimum 10 years. Proven expertise in a SDLC development and management. Knowledge and experience leading and managing a team of 6 or more. PMP certification or equivalent would be a plus

5.4 Database Design and Development

Data Architect II	
Responsibilities	Directs the design of databases to store, secure, select, and retrieve information in a logical, orderly manner. Ensures that designed systems provide sufficient controlled avenues for access to and update of the database. Ensures the integrity of the data. May oversee the design and maintenance of the data dictionary and retrieve transactions to ensure correct implementation and usage of the database.
Education	BS/BA or equivalent experience.
Experience	Minimum 10 years. Proven expertise in a particular tool, product, platform or overall environment required.

Data Analyst II	
Responsibilities	The Data Analyst will lead and perform complex analysis in development and operational contexts. Requires very strong analytic and technical design skills, as well as excellent business process documentation and interpersonal communication skills. Must be able to interact productively with many levels of client, user and Company technical staff. Must be able to identify, assess and codify data patterns and synthesize these into information requirements that can be translated into system requirements and design constructs. Ideally will be a subject matter expert in the relevant application areas. Requires a comprehensive knowledge of specific target technology, including the positive and negative factors that pertain to using this technology.
Education	BS/BA or equivalent experience.
Experience	Minimum 6 years. Detailed knowledge of a particular tool, product, platform or overall environment required.

Data Architect I	
Responsibilities	Directs the design of databases to store, secure, select, and retrieve information in a logical, orderly manner. Ensures that designed systems provide sufficient controlled avenues for access to and update of the database. Ensures the integrity of the data. May oversee the design and maintenance of the data dictionary and retrieve transactions to ensure correct implementation and usage of the database.
Education	BS/BA or equivalent experience.
Experience	Minimum 6 years. Detailed knowledge of a particular tool, product, platform or overall environment required.

Database Administrator II	
Responsibilities	Performs relatively complex data base administration, management, design, documentation tasks. With others, evaluates database management systems. Serves as a senior level database analyst relative to client system operations, office operations support, troubleshooting and problem resolution. Supports business analysts and programmer/analysts in effective use of database technology. Interacts with company management and senior level client technical staff.
Education	BS/BA or equivalent experience.
Experience	Minimum 6 years.

Master Database Administrator	
Responsibilities	Administers, monitors, maintains, upgrades and troubleshoots existing database infrastructure across development, testing and production database environments. <ul style="list-style-type: none"> • Designs, implements and improves new database infrastructure components, applications, interfaces, replications, software packages, stored procedures etc. • Develops, documents and maintains enterprise best practices standards and procedures for database creation, upgrades, patches, backups, restoration, replication, index maintenance, tuning, monitoring, alerting and security. • Performs and monitors regular data imports from disparate internal and external systems, ranging from fully automated to manual processes, in order to meet operational reporting requirements.

	<ul style="list-style-type: none"> • Performs required server and software patches in conjunction with Datacenter Operations schedules and System Administrators. (may require after-hours support) • Establishes and maintains security and access controls for database systems, applications, data, indexes, database services, replication packages and processes in conjunction with Datacenter Operations and System Administrators. • Manages data integrity and replication, monitors database health and security, tunes database objects, ETL systems and plans database storage capacity.
Education	BS/BA or equivalent experience.
Experience	Minimum 10 years.

Database Developer II	
Responsibilities	Designs, develops, and support technical processes using SQL objects (tables, views, triggers, stored procedures, SSRS reports, DTS and SSIS packages, etc.) Performs data transformations using SQL Server Integration Services (SSIS) Develops SQL scripts to customize data imports or exports Develops Stored procedures and other SQL code components
Education	BS/BA or equivalent experience.
Experience	Minimum 6 years.

5.5 System Security

Information Security Lead	
Responsibilities	With management and leadership support, responsible for development and delivery of a comprehensive information security and privacy program. Includes coordination of user access and monitoring of all security related activities in the designated functional area. Requires a detailed understanding of role-based security operations. Responsible for playing a central role in maintaining compliance with NIST guidelines, with FISMA/Fed RAMP and individual agency requirements for data protection and security management. Establish tracking mechanisms and maintain metrics to monitor ongoing security procedures, their effectiveness, and organization compliance. May be responsible for database or equipment controls. May be responsible for staff orientation and training in security matters. Writes and reviews multiple security-related documents and materials, prepares routine and ad hoc reports for client and organization management. May provide supervision to other members of a larger security team. Must be able to handle and protect very sensitive information with discretion. Must be able to communicate effectively with security team members, Company and client management.
Education	BS/BA or equivalent experience.
Experience	Minimum 8-10 years.

Information Security Officer	
Responsibilities	This position requires extensive education in Information Systems and Security Assurance or a combination of education and work experience including in a leadership. Additionally, this position requires role-based access control and security operations management experience in an environment using a major database and functional knowledge of the overall application area. Strong written and verbal communications skills are essential, as is the ability to interact productively with both the technical team and with client management. Must be versed in NIST's guidelines and FISMA/Fed RAMP requirements and, preferably, individual agency or client security policies. The lead shall have a security assurance background including at least one of the following certifications: Certified in the Governance of Enterprise IT (CGEIT); Certified Information Security Manager; or Certified Information Systems Security Professional
Education	BS/BA or equivalent experience.
Experience	Minimum 8-10 years.

Information Security Analyst

Responsibilities	Performs systems monitoring, as well as event tracking, tracing, and documentation. Collects data under the supervision of Security Analysts and Officers and uses this data to maintain metrics repositories and to produce a wide variety of status reports. Requires the ability to work precisely under pressure, and to handle sensitive information in a discreet, professional fashion. A general knowledge of spreadsheets and databases is very helpful.
Education	BS/BA or equivalent experience.
Experience	Minimum 5 years.

Information Security Auditor

Responsibilities	Performs systems monitoring, as well as event tracking, tracing, and documentation. Collects data under the supervision of Security Analysts and Officers and uses this data to maintain metrics repositories and to produce a wide variety of status reports. Requires the ability to work precisely under pressure, and to handle sensitive information in a discreet, professional fashion. A general knowledge of spreadsheets and databases is very helpful.
Education	BS/BA or equivalent experience.
Experience	Minimum 2 years.

Security Architect II

Responsibilities	Develops system concepts and works on the capabilities phases of the systems development lifecycle; translates technology and environmental conditions (e.g., law and regulation) into system and security designs and processes. Assists in the creation of security policies and standards, researches new security technologies and their application to the corporate environment, and ensures that all acquired or developed systems and architectures are consistent with the corporate security architecture guidelines. Analyze user needs and requirements to plan system architecture. Collaborate with system developers and users to select appropriate design solutions or ensure the compatibility of system components. Define and document how the implementation of a new system or new interfaces between systems impacts the security posture of the current environment. Identify and prioritize critical business functions in collaboration with organizational stakeholders. Identify the protection needs (i.e., security controls) for the information system(s) and network(s) and document appropriately. Design system architecture or system components required to meet user needs. Document design specifications, installation instructions, and other system-related information.
Education	BS/BA or equivalent experience.
Experience	Minimum 8 years.

5.6 Program Management

Project Manager	
Responsibilities	Manager for large, complex task order (or a group of task orders affecting the same common/standard/migration system). Acts as or assists a Program Manager in working with the ordering activity Contracting Officer (CO), the contract-level Contracting Officer's Representative (COR), the task order-level COR(s), ordering activity management personnel and customer agency representatives. Under the guidance of the Program Manager or Company management, responsible for the overall management of the specific task order(s) and ensuring that the technical solutions and schedules in the task order are implemented in a timely manner. Responsible for recruiting, staff oversight, team leadership, and personnel development. Must contribute to Company level technical planning as well as interfaces to other Company activities. A detailed understanding of system development life cycle principles and of the Capability Maturity Model Integration (CMMI) is essential.
Education	MA/MS degree in computer science/systems, information systems/technology, engineering/engineering technology,
Experience	software engineering/programming, management, natural sciences, social sciences, mathematics or

Program Manager	
Responsibilities	Senior manager for large, complex task order (or a group of task orders affecting the same common/standard/migration system). Interacts with Contracting Officers (CO), the contract-level Contracting Officer's Representatives (COR), and the task order-level COR(s), ordering activity management personnel and customer agency representatives. May be responsible for one or more projects and may from time to time oversee one or more Project Managers. Responsible for the overall management of the assigned specific projects and/or task order(s) and for ensuring that the technical solutions and schedules in the task order are implemented in a timely manner. Responsible for recruiting, staff oversight, team leadership, and personnel development. Performs enterprise wide horizontal integration planning and interfaces to other functional systems. A detailed understanding of system development life cycle principles and of the Capability Maturity Model Integration (CMMI) is essential.
Education	MA/MS degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance, or BA/BS degree with demonstrated project management proficiency. PMP certification may be required
Experience	Minimum of 15 years IT experience, at least half of which must be in leadership or management roles.

Program Management Support II	
Responsibilities	Assist Program and Project Managers in project planning and risk and issue management. Log, manage and analyze information on the progress of the project, using Excel and other tools and databases. Coordinates issues and communicates to all stakeholders on the project progress and /or blockers
Education	BS/BA or equivalent experience.
Experience	3 years.

5.7 Quality Assurance and Accessibility Compliance

Quality Assurance Specialist I	
Responsibilities	Provides basic quality assurance support for a project under the supervision of technical leads and project management. Verifies that technical activities are compliant with SysDataLogics and external standards. May participate in system test design and development. May perform system testing functions in conjunction with validation and verification processes.
Education	BS/BA or equivalent experience.
Experience	No minimum.

Quality Assurance Specialist II	
Responsibilities	Provides quality assurance support for a project with general technical supervision. Verifies that technical activities are compliant with SysDataLogics and external standards. May participate in system test design and development. May perform system testing functions in conjunction with validation and verification processes. Serves as a liaison between company management and technical staff. May assist with in service education related to client, government, and company compliance standards and procedures.
Education	BS/BA or equivalent experience.
Experience	3 years.

Quality Assurance Specialist III	
Responsibilities	Provides quality assurance support for a project, requiring routine project management support and guidance. Verifies that technical activities are compliant with SysDataLogics and external standards. Participates in system test design and development and able to lead these activities if required. Able to perform system testing functions in conjunction with validation and verification processes. Serves as a liaison between company management and technical staff. Assists with in service education related to client, government, and company compliance standards and procedures.
Education	BS/BA or equivalent experience.
Experience	6 years.

Quality Assurance Specialist IV	
Responsibilities	Provides quality assurance support for a project, working directly with project management and at times leading these quality assurance project activities. Verifies that technical activities are compliant with SysDataLogics and external standards. Leads and participates in system test design and development. Perform relatively complex system testing functions in conjunction with validation and verification processes. Serves as a liaison between company management and technical staff. Assists with in service education related to client, government, and company compliance standards and procedures.
Education	BS/BA or equivalent experience.
Experience	9 years or more experience.

Test Analyst I

Responsibilities	Provides pre-delivery software and systems testing to validate software products. Includes participation in critical review of requirements definition and design, development of test cases, test scripts, executing the same, reporting results. Interacts with business and programmer analysts regarding testing activities, company and client managers and technical team members. Responsible for helping to set up and maintain multiple test environments on multiple platforms.
Education	BA/AS or equivalent experience.
Experience	No minimum.

Test Analyst II

Responsibilities	Provides pre-delivery software and systems testing to validate software products. Includes participation in critical review of requirements definition and design, development of test cases, test scripts, executing the same, reporting results. Interacts with business and programmer analysts regarding testing activities, company and client managers and technical team members. Responsible for helping to set up and maintain multiple test environments on multiple platforms.
Education	BS/BA or equivalent experience.
Experience	3-5 years.

Lead Test Analyst

Responsibilities	Responsible for overall pre-delivery software and systems testing to validate software products. Includes participation in critical review of requirements definition and design, development of test cases, test scripts, executing the same, reporting results. Oversees test analyst and quality assurance group. Interacts with business and programmer analysts regarding testing activities, company and client managers and technical team members. Responsible for setting up and maintaining multiple test environments on multiple platforms.
Education	BS/BA or equivalent experience.
Experience	Minimum 5 years.

System Testing Specialist II

Responsibilities	With support from the project team, business and test analysts must be able to design, develop and execute system-level test planning in conformance with Company and client requirements. This requires fluency in all aspects of formal system testing, from unit to integration levels. Requires the ability to interpret requirements, use cases, user stories accurately and then to construct test coverage that can be formally mapped back to the requirements. An understanding of structured test protocols, including path and code coverage, black and white box testing is needed. The ability to set up and condition test environments appropriate to the particular task or project is essential. Must be able to track the testing process and prepare documentation of test findings, incidents, metrics and conclusions.
Education	BS/BA or equivalent experience.
Experience	3-5 years. Subject matter experience is a significant advantage.

System Testing Specialist III

Responsibilities	With support from the project team, business and test analysts, must be able to design, develop and execute system-level test planning in conformance with Company and client requirements. This requires fluency in all aspects of formal system testing, from unit to integration levels. Requires the ability to interpret requirements, use cases, user stories accurately and then to construct test coverage that can be formally mapped back to the requirements. Must be able to play a lead or key role in these activities and to support other members of the test team in performing test assignments. An understanding of structured test protocols, including path and code coverage, black and white box testing is needed. The ability to set up and condition test environments appropriate to the particular task or project is essential. Must be able to track the testing process and prepare documentation of test findings, incidents, metrics and conclusions.
Education	BS/BA or equivalent experience.
Experience	8 years. Subject matter experience is a significant advantage.

Automation Test Analyst I

Responsibilities	With support from the project team, business and test analysts must be able to design, develop and execute system-level test planning in conformance with Company and client requirements. This requires fluency in all aspects of formal system testing, from unit to integration levels, with a particular focus on and experience with test automation. This can include automation of script development, execution and/or playback. Familiarity with common automation tools such as Selenium, Rational, or SOA test is desirable. Must be able to understand requirements and to construct test coverage that can be formally mapped back to the requirements. The ability to set up and condition test environments appropriate to the particular task or project is essential. Must be able to track the testing process and prepare documentation of test findings, incidents, metrics and conclusions.
Education	BS/BA or equivalent experience.
Experience	2-5 years. Subject matter experience is a significant advantage.

Accessibility Compliance (508) Testing Specialist II

Responsibilities	Develop/Update and maintain Section 508 compliance processes and documentation based on industry and federal government best practices and standards. Work directly with the business analysts and developers to translate functional requirements into executable test cases. Perform and/or contribute to the test planning and execution of 508 testing activities. Design and execute test cases/scripts based upon application design documents, formal requirements, and Section 508 guidelines (§ 1194.22 – Web-based intranet and internet information and applications; §1194.41 – Information, documentation, and support) Create, update and maintain application/system, integration and regression test cases Perform full cycles of sprint, regression, and integration testing. Perform 508 functional testing on applications/systems utilizing various 508 compliance tools such as JAWS, Tool Validator PRO, WAVE, etc. Generate test summary reports after each testing cycle to show testing progress, actual testing results, and pass/fail status Provide regular status updates to the Test Manager/Test Leads on completed tasks and planned testing tasks as outlined in the project schedule, issues, risks, and other action items
Education	BS/BA or equivalent experience.
Experience	2-5 years. Subject matter experience is a significant advantage.

Security Testing Specialist II

Responsibilities	Utilize exploitation tools for gaining access to remote systems. Identify tactics, techniques, and procedures (TTPs) for intrusion sets. Conduct vulnerability analysis for exploitation opportunities. Develop, refine and utilize tools, techniques and procedures to conduct red team exercises or penetration testing. Use of advanced software applications for network monitoring, forensics analysis, malware analysis, vulnerability analysis, and exploitation activities.
Education	BS/BA or equivalent experience.
Experience	2-5 years. Subject matter experience is a significant advantage.

5.8 IT System Analysis

Requirements Analyst I

Responsibilities	Defines relatively complex systems requirements. Can analyze user- or client-stated functional requirements and construct these in the terms of system and data requirements. Develops functional and system design specifications. Reviews and edits requirements, specifications, process models and recommendations related to proposed design solutions. Interacts with client and project management in these activities. Responsible for complying with quality and documentation standards.
Education	BS/BA or equivalent experience.
Experience	No minimum.

Requirements Analyst III

Responsibilities	Defines relatively complex systems requirements. Can analyze user- or client-stated functional requirements and construct these in the terms of system and data requirements. Develops functional and system design specifications and oversees others in the same activities. Reviews and edits requirements, specifications, process models and recommendations related to proposed design solutions. Interacts with client and project management in these activities. Responsible for complying with quality and documentation standards.
Education	BS/BA or equivalent experience.
Experience	10 years.

System Analyst I

Responsibilities	Carries out straightforward system design strategic planning, documentation and test verification. Interacts with other systems analysts, business analysts, and developers
Education	BS/BA or equivalent experience.
Experience	No minimum.

System Analyst II

Responsibilities	Has some technical and business experience, experience in design of large scale systems, requirements analysis and definition. Carries out relatively complex system design, strategic planning for system resources and implementation, documents these activities, supports test verification. Interacts with other systems analysts, business analysts, and developers.
Education	BS/BA or equivalent experience.
Experience	3 years.

Systems Analyst III

Responsibilities	Has technical and business experience, experience in design of large scale systems, requirements analysis and definition. Carries out relatively complex system design, strategic planning for system resources and implementation, documents these activities, supports test verification. Interacts with other systems analysts, business analysts, and developers.
Education	BS/BA or equivalent experience.
Experience	6 years.

Systems Analyst IV

Responsibilities	Has broad technical and business experience, experience in design of large scale systems, requirements analysis and definition. Carries out relatively complex system design, strategic planning for system resources and implementation, documents these activities, supports test verification. Interacts with other systems analysts, business analysts, and developers.
Education	BS/BA or equivalent experience.
Experience	10 years.

Business Analyst I

Responsibilities	In collaboration with other business analysts, defines business requirements, understands general business issues and basic data requirements of client's organization and industry. Reviews and edits requirements, specifications, business processes and recommendations related to proposed design solutions. With assistance develops functional and system design specifications. Interacts with client and project management in these activities. Responsible for complying with quality and documentation standards.
Education	BS/BA or equivalent experience.
Experience	No minimum.

Business Analyst II

Responsibilities	Defines complex business requirements, understands business issues and data requirements of client's organization and industry. Develops functional and system design specifications. Interacts with client and project management in these activities. Responsible for complying with quality and documentation standards.
Education	BS/BA or equivalent experience.
Experience	3 years.

Functional Manager

Responsibilities	Partners with customer users and subject matter experts to identify and document customer requirements and processes that support their business goals and objectives, utilizing a combination of industry best practices and Company standard operating procedures. Converts business and technical requirements to functional solutions, effectively managing customer expectations relative to the standard Company solution capabilities; perform gap analysis exercises where applicable. Applies professional principles, practices and techniques, leading both Company and its partner client team members to eliminate barriers and ensure delivery of solutions through best practice recommendations that positively affect the client business operations. Maintains role as functional expert on the Company solution features. Partners with other functions, when necessary, in conjunction with the development of/enhancement to Company solution features related to customer-defined requirements and product enhancement requests. Leads all product troubleshooting and issue management activities for the duration of their assigned projects. Supports the creation of statement of work content, as requested, for assigned projects, ensuring scope, deliverables, assumptions, risks and resource needs are clearly defined. Effectively engage with decision-maker level contacts in assigned project organizations.
Education	BS/BA or equivalent experience.
Experience	8 -10 years

5.9 IT & Business Domain Specialists

Subject Matter Expert I	
Responsibilities	Provides business, analytical or technical expertise in support of project or group of projects. Offers knowledge, experience, and insight in a particular functional or technical area. Requires expertise in business or code technical requirements, processes or functionality. May prepare requirements documents, detailed specifications, and participate in development of detailed design for system components. May furnish expert guidance and instruction in a particular technical area or with a specific product, tool or environment, or groups of the same. May assist in execution of technical activities. Requires strong written and verbal communication skills, and the ability to interact productively with many levels of internal technical and client staff members.
Education	BS/BA or equivalent experience.
Experience	6 years.

IT Specialist II	
Responsibilities	Provides high level functional and IT analysis, design, development, integration, documentation, and implementation assistance on problems which require a thorough knowledge of the related technical subject matter for effective system deployment. Participates in all phases of systems development. Applies principles and methods of the functional area to difficult problems in technical areas to arrive at automated solutions. Designs and prepares technical reports and related documentation, and makes charts and graphs to record results. Prepares and delivers presentations and briefings as required by the task order. Perform tasks focused on the development of security test plans, conduct security testing, analyze test results, and develop risk assessment reports that document vulnerabilities, threats, impacts, and recommended mitigations. Performs as a member of a team or as a team lead as required. Support documenting updated processes and procedures. This includes repeatable processes for integration of the scanning tools into the rapid development process. Support documenting Team Assessments. This includes test schedule, Rules of Engagement (ROE); test plan; vulnerability assessment report. Support documenting Configuration and Operations Guide. Configurations and Operations documented for future system administrators in the operations and maintenance of the Secure Team Test Environment. Building repeatable processes for integration of the scanning tools into the rapid development process are documented.
Education	BS/BA or equivalent experience.
Experience	6-8 years

IT Specialist III	
Responsibilities	Provides high level functional and IT analysis, design, development, integration, documentation, and implementation assistance on problems which require a thorough knowledge of the related technical subject matter for effective system deployment. Participates in all phases of systems development. Applies principles and methods of the functional area to difficult problems in technical areas to arrive at automated solutions. Designs and prepares technical reports and related documentation, and makes charts and graphs to record results. Prepares and delivers presentations and briefings as required by the task order. Perform tasks focused on the development of security test plans, conduct security testing, analyze test results, and develop risk assessment reports that document vulnerabilities, threats, impacts, and recommended mitigations. Performs as a member of a team or as a team lead as required. Support documenting updated processes and procedures. This includes repeatable processes for integration of the scanning tools into the rapid development process. Support documenting Team Assessments. This includes test schedule, Rules of Engagement (ROE); test plan; vulnerability assessment report. Support documenting Configuration and Operations Guide. Configurations and Operations documented for future system administrators in the operations and maintenance of the Secure Team Test Environment. Building repeatable processes for integration of the scanning tools into the rapid development process are documented.
Education	BS/BA or equivalent experience.
Experience	10 -12 years

5.10 IT Infrastructure Engineering

Systems Administrator I	
Responsibilities	Able to provide effective provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure. Participate in technical research and development to enable continuing innovation within the project or Company infrastructure. Ensure that system hardware, operating systems, software systems, and related procedures adhere to organizational values, as well as client and government control and security requirements. Assist project teams with technical requirements and issues during all phases of the system life cycle. Able to communicate effectively verbally and in writing with project, Company and client team members.
Education	BS/BA or equivalent experience.
Experience	2-4 years, including in depth familiarity with a particular systems environment and/or platform.

Systems Administrator II	
Responsibilities	Able to provide effective provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure. Participate in technical research and development to enable continuing innovation within the project or Company infrastructure. Ensure that system hardware, operating systems, software systems, and related procedures adhere to organizational values, as well as client and government control and security requirements. Assist project teams with technical requirements and issues during all phases of the system life cycle. Able to communicate effectively verbally and in writing with project, Company and client team members.
Education	BS/BA or equivalent experience.
Experience	4-8 years, including in depth familiarity with a particular systems environment and/or platform.

Infrastructure Engineer	
Responsibilities	Responsibilities include administration and support of network servers Administration and support of VMware. Be able to build and maintain the entire environment from the ground up!!! Strong understanding of Cisco products Cisco IOS experience (switches, ASA firewalls, QoS policies, Access lists and traffic prioritization) Understanding of VLAN's , Routers and firewalls in an enterprise of various WAN scenarios such as MPLS, point-to-point and secure VPN over the internet. Hands on experience in configuration, building, installation and administration of server hardware. Demonstrated experience of virtual desktop (VDI) technology. Working knowledge of network architecture, configuration and topology. Ability to maintain documentation, create flow charts, maintenance records and reports. Ability to maintain professional working relationships with vendors contacted in the course of integrating, testing, or resolving hardware or software problems.RSA token experience, Office 365 experience, Windows Server 2012 Technologies and Active Directory, AN/WAN, VOIP, TCP/IP, VPN,SAN/NAS/Storage. Implementation and support of Network security, VPN, firewalls, load balancers, DNS and other infrastructure components .Network Design/Architecture experience Disaster recovery and backup tools. Proficient in software and firmware patching technologies Blade server experience. Experience installing and supporting Blade server arrays. Ability to packet capture using Wireshark or TCP Dump. Administration and Experience using Network Monitoring tools
Education	BS/BA or equivalent experience.
Experience	4-6 years, including in depth familiarity with a particular systems environment and/or platform

Infrastructure Engineer II

Responsibilities	<p>Responsibilities include administration and support of network servers Administration and support of VMware. Be able to build and maintain the entire environment from the ground up!!!</p> <p>Strong understanding of Cisco products Cisco IOS experience (switches, ASA firewalls, QoS policies, Access lists and traffic prioritization) Understanding of VLAN's , Routers and firewalls in an enterprise of various WAN scenarios such as MPLS, point-to-point and secure VPN over the internet. Hands on experience in configuration, building, installation and administration of server hardware. Demonstrated experience of virtual desktop (VDI) technology. Working knowledge of network architecture, configuration and topology. Ability to maintain documentation, create flow charts, maintenance records and reports. Ability to maintain professional working relationships with vendors contacted in the course of integrating, testing, or resolving hardware or software problems.RSA token experience, Office 365 experience, Windows Server 2012 Technologies and Active Directory, AN/WAN, VOIP, TCP/IP, VPN,SAN/NAS/Storage. Implementation and support of Network security, VPN, firewalls, load balancers, DNS and other infrastructure components .Network Design/Architecture experience Disaster recovery and backup tools. Proficient in software and firmware patching technologies Blade server experience. Experience installing and supporting Blade server arrays. Ability to packet capture using Wire shark or TCP Dump. Administration and Experience using Network Monitoring tools</p>
Education	BS/BA or equivalent experience.
Experience	6-10 years, including in depth familiarity with a particular systems environment and/or platform

Infrastructure Lead

Responsibilities	<p>Leads and manages a team of infrastructure engineers .Responsibilities include administration and support of network servers Administration and support of VMware. Be able to build and maintain the entire environment from the ground up!!!Strong understanding of Cisco products Cisco IOS experience (switches, ASA firewalls, QoS policies, Access lists and traffic prioritization) Understanding of VLAN's , Routers and firewalls in an enterprise of various WAN scenarios such as MPLS, point-to-point and secure VPN over the internet. Hands on experience in configuration, building, installation and administration of server hardware. Demonstrated experience of virtual desktop (VDI) technology. Working knowledge of network architecture, configuration and topology. Ability to maintain documentation, create flow charts, maintenance records and reports. Ability to maintain professional working relationships with vendors contacted in the course of integrating, testing, or resolving hardware or software problems.RSA token experience, Office 365 experience, Windows Server 2012 Technologies and Active Directory, AN/WAN, VOIP, TCP/IP, VPN,SAN/NAS/Storage. Implementation and support of Network security, VPN, firewalls, load balancers, DNS and other infrastructure components .Network Design/Architecture experience Disaster recovery and backup tools. Proficient in software and firmware patching technologies Blade server experience. Experience installing and supporting Blade server arrays. Ability to packet capture using Wire shark or TCP Dump. Administration and Experience using Network Monitoring tools</p>
Education	BS/BA or equivalent experience.
Experience	6-10 years, including in depth familiarity with a particular systems environment and/or platform

Infrastructure Manager

Responsibilities	<p>Manages a team of infrastructure engineers. Responsibilities include administration and support of network servers Administration and support of VMware. Be able to build and maintain the entire environment from the ground up!!!Strong understanding of Cisco products Cisco IOS experience (switches, ASA firewalls, QoS policies, Access lists and traffic prioritization) Understanding of VLAN's , Routers and firewalls in an enterprise of various WAN scenarios such as MPLS, point-to-point and secure VPN over the internet. Hands on experience in configuration, building, installation and administration of server hardware. Demonstrated experience of virtual desktop (VDI) technology. Working knowledge of network architecture, configuration and topology. Ability to maintain documentation, create flow charts, maintenance records and reports. Ability to maintain professional working relationships with vendors contacted in the course of integrating, testing, or resolving hardware or software problems.RSA token experience, Office 365 experience, Windows Server 2012 Technologies and Active Directory, AN/WAN, VOIP, TCP/IP, VPN,SAN/NAS/Storage. Implementation and support of Network security, VPN, firewalls, load balancers, DNS and other infrastructure components .Network Design/Architecture experience</p> <p>Disaster recovery and backup tools. Proficient in software and firmware patching technologies</p> <p>Blade server experience. Experience installing and supporting Blade server arrays. Ability to packet capture using Wireshark or TCP Dump. Administration and Experience using Network Monitoring tools</p>
Education	BS/BA or equivalent experience.
Experience	8-10 years, including in depth familiarity with a particular systems environment and/or platform

Infrastructure Architect

Responsibilities	<p>Plans and builds the Infrastructure Architecture. Responsibilities include administration and support of network servers Administration and support of VMware. Be able to build and maintain the entire environment from the ground up!!!Strong understanding of Cisco products Cisco IOS experience (switches, ASA firewalls, QoS policies, Access lists and traffic prioritization) Understanding of VLAN's , Routers and firewalls in an enterprise of various WAN scenarios such as MPLS, point-to-point and secure VPN over the internet. Hands on experience in configuration, building, installation and administration of server hardware. Demonstrated experience of virtual desktop (VDI) technology. Working knowledge of network architecture, configuration and topology. Ability to maintain documentation, create flow charts, maintenance records and reports. Ability to maintain professional working relationships with vendors contacted in the course of integrating, testing, or resolving hardware or software problems.RSA token experience, Office 365 experience, Windows Server 2012 Technologies and Active Directory, AN/WAN, VOIP, TCP/IP, VPN,SAN/NAS/Storage. Implementation and support of Network security, VPN, firewalls, load balancers, DNS and other infrastructure components .Network Design/Architecture experience</p> <p>Disaster recovery and backup tools. Proficient in software and firmware patching technologies</p> <p>Blade server experience. Experience installing and supporting Blade server arrays. Ability to packet capture using Wireshark or TCP Dump. Administration and Experience using Network Monitoring tools</p>
Education	BS/BA or equivalent experience.
Experience	6- 8 years, including in depth familiarity with a particular systems environment and/or platform

5.11 Agile Process Management

Agile Process Analyst II	
Responsibilities	Translate business and design requirements into technical requirements for multiple Development teams - back end service developers, framework developers, and UI developers. Perform critical analysis on information consolidated from multiple sources, identify and resolve conflicts, and break down high-level information into detailed workable requirements. Work with Developers and Subject Matter Experts to understand the work effort for a requirement, communicate any compromises or risks to the Designers and Product Managers, and, if needed, facilitate making adjustments that satisfy all parties. Actively participate in adding to the wiki/share point that is living documentation of the latest business and technical requirements.
Education	BS/BA or equivalent experience.
Experience	Minimum 3 years of hands-on experience as a Business Systems Analyst, System Analyst, or Technical Analyst, with heavy emphasis on technology and implementation understanding. Experience with software development methodologies and practices (SDLC, Agile, Scrum, Waterfall, etc.)QA experience is a plus

Agile Scrum Master	
Responsibilities	Implement agile practices such as SCRUM and Kanban to manage the development cycles or O&M tasks, all in support of continuous improvement. Facilitate daily scrum meetings, sprint planning, sprint review, and sprint retrospectives, Drive technical approach for enterprise application and hands on technical leadership to ensure high quality, on time delivery. Remove technical impediments identified during daily scrum meetings Work with team in prioritizing program and product backlog on a weekly basis. Analyze and manage functional and non-functional requirements and ensure that they are addressed with the technical solution. Work directly with customer and internal high level management on identifying and prioritizing product and system enhancements. Lead team of 5-10 technical personnel. Responsible for managing Development, Test, QA and Production databases and implementing future Oracle enhancements to meet the business needs of the end users
Education	BS/BA or equivalent experience.
Experience	5+ years of IT experience. Certified Scrum Master (CSM) with 3+ years as Scrum Master.

Product Owner	
Responsibilities	Assist in the daily stand-up meeting to provide prioritization of stories assigned to developers in the current sprint. Develop, manage and maintain product backlog for assigned product segment. This includes running backlog grooming meetings as necessary. Develop domain knowledge and relationships with internal domain experts within assigned product segment. Work with Product Management and R&D management to define periodic releases based on product and program backlogs Write requirements, both in user story and more traditional requirements formats, as well as acceptance test criteria to ensure the requirements are met. Work with Validation team to ensure all release documentation defined by Quality Assurance is completed as outlined by the defined SOP. Organize for and run sprint planning meetings prior to the beginning of each development sprint. Participate in the development process by providing just in time feedback and clarification to developers regarding requirements contained in the current development sprint. Organize and run sprint review/demo meeting for each sprint. Participate in the product road map development process with the Product Management team
Education	BS/BA or equivalent experience.
Experience	3-5 years of experience in the Product Owner role within an enterprise software development company

5.12 Enterprise IT Architecture and Design

Technical Architect I	
Responsibilities	Designs or participates in the design of architecture to include the software, hardware, and communications to support system or application requirements as well as provide for present and future cross-functional requirements and interfaces. Evaluates and designs technical solutions to implementation requirements and constructs design frameworks within which these solutions may be deployed. In collaboration with systems and business analysts, evaluates problems of work flows, organization, and planning and develops appropriate corrective action.
Education	BS/BA degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.
Experience	5 years.

Technical Architect II	
Responsibilities	Designs or participates in the design of architecture to include the software, hardware, and communications to support system or application requirements as well as provide for present and future cross-functional requirements and interfaces. May play a lead or key role in these areas. Evaluates and designs technical solutions to implementation requirements and constructs design frameworks within which these solutions may be deployed. In collaboration with systems and business analysts, evaluates problems of work flows, organization, and planning and develops appropriate corrective action. Coordinates relevant decision analysis and resolution activities (DAR) related to technical architecture, presents conceptual design and alternatives to Company and client management, and communicates relatively complex design objectives to business and development team members.
Education	BS/BA degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.
Experience	More than 10 years.

Systems Architect I	
Responsibilities	Designs or participates in the design of architecture to include the software, hardware, and communications to support system or application requirements as well as provide for present and future cross-functional requirements and interfaces. Verifies alignment and compliance with appropriate standards and reference models. In collaboration with systems and business analysts, evaluates problems of work flows, organization, and planning and develops appropriate corrective action.
Education	BS/BA degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.
Experience	Minimum 3 years.

Systems Architect III

Responsibilities	Establishes system information requirements in development of enterprise-wide or large scale information systems. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. As appropriate, ensures these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model- as they apply to the implementation and specification of an Information Management (IM) solution of the application platform, across the application program interface (API), and the external environment/software application. Evaluates analytically and systematically problems of work flows, organization, and planning and develops appropriate corrective action. May provide daily supervision and direction to staff.
Education	A Master's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.
Experience	10 years, of which at least seven years must be specialized. Specialized experience includes: supervision of system architects, use of structured analysis, design methodologies and design tools (such as IDEF 1x, entity relationship diagrams, and other design techniques), and object oriented principles, and experience with the logical and physical functional, operational, and technical architecture of large and complex information systems. General experience includes increasing responsibilities in systems engineering.

Enterprise Architect

Responsibilities	Lead and direct large teams with diverse functional and technical disciplines, including enterprise architects, systems engineers, business analysts, and network engineers. Work directly with senior executives of the enterprise to consult, coach, and advise on strategy, business alignment, enterprise architecture, information technology solutions, and the associated impact on the organization and its stakeholders. Coordinate resolution of highly complex problems and tasks, selling new ideas and concepts in support of operational goals and objectives. Provide technical and analytical guidance to the enterprise architecture team and integrate and translate complex concepts into tactical action plans. Direct high-level enterprise architecture analysis, evaluation, design, integration, documentation, and development. Leverage a deep understanding of customer business transformation and processes, customer organizational structure, experience in developing briefings and responses to G executives within the customers department, and coordinating and developing software compliance guidance criteria and various software evolution strategies. Apply extensive knowledge of the enterprise IT and data strategies, the software information assurance guidance, and the systems federation strategy, and apply hands-on experience with the business enterprise architecture and enterprise transition plan, service oriented architecture, and the business mission area federation strategy and roadmap.
Education	A Master's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.
Experience	8-10 years

Chief Architect

Responsibilities	Architects solutions using appropriate technologies which meet functional and non-functional requirements. Documents, designs and supports the management of web solutions, cloud-based solution architectures and cloud-based networks. Documents, designs and supports the management of the management of custom developed software, and commercial off the shelf (COTS) software. Documents, designs and supports the management of the management of commercial off the shelf software. Leads in defining and maintaining standards, procedures and policies related to Information Technology management. Leads Assessing risk factors and limitations of current systems identifying areas of opportunity for mitigation and improving system performance. Provides technical assessments of current and proposed methodologies for Information Technology management. Provides strategic direction and technical oversight pertaining to the implementation of new tools, technologies, solutions and methodologies. Performs analysis of alternative and market research studies that provide data which aid in the selection of tools, technologies, solutions and methodologies. Oversees research and development for the application and integration of new tools, technologies, solutions and methodologies into an IT environment. Leads the interpretation, implementation and adherence to agency and federal level technology standards, policies and directives collaborates with other technical leads, participate in problem-solving and root cause analysis efforts. Articulates in writing and verbally the impact of architecturally significant change requests. Manages IT portfolio to include analysis, infrastructure, cloud transformation, data center consolidation, application development/sustainment. Maintains knowledge of current and emerging tools, technologies, solutions and methodologies. Provides subject matter expert assistance to Systems Analysts, Systems Engineers, other Systems Architects, and application teams. Provides detailed development cost, resource, and technology estimates for proposed solutions.
Education	A Master's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.
Experience	6-8 years

5.13 Program and Technical Documentation Support

Technical Writer II

Responsibilities	Prepares and edits system and other technical documentation that incorporate information provided by user, specialist, analyst, and programmer personnel. Writes, edits, and prepares reports, studies, and presentation material of technical information for both technical and non-technical audiences. Interprets technical documentation standards and prepares documentation according to the standards. May provide graphics support.
Education	BS/BA or equivalent experience.
Experience	5 years.

Lead Technical Writer

Responsibilities	Leads the technical writer team. Supervises the quality of deliverables. Prepares and edits system and other technical documentation that incorporate information provided by user, specialist, analyst, and programmer personnel. Writes, edits, and prepares reports, studies, and presentation material of technical information for both technical and non-technical audiences. Interprets technical documentation standards and prepares documentation according to the standards. May provide graphics support.
Education	BS/BA or equivalent experience.
Experience	5 years.

5.14 Technical Support

Support Analyst II	
Responsibilities	Provides general support effort on behalf of technical projects, with a focus on systems and test analysis areas. Requires some experience in the systems development environment and at least general understanding of the systems development life cycle. Typical duties include assisting analysts to document in place functionality and to research alternatives, support end-user and client interviews, assist in decision analysis documentation and interpretation, support test design and test data collation. The Support Analyst works under the direct supervision of the project's technical team members.
Education	BS/BA or equivalent experience.
Experience	3-5 years.

IT Support Specialist	
Responsibilities	Provides general support effort on behalf of technical projects. May have little experience in an IT environment but must have good communications skills. Typical duties include assisting analysts and developers with documentation, helping to prepare presentations and demonstrations, researching and tracing incident or issue reports, identifying or creating test data, test result validation and verification, environment set up and shake down activities, equipment maintenance and tracking. The IT Support Specialist works under the direct supervision of the project's technical team members.
Education	BS/BA or equivalent experience.
Experience	No minimum.

Help Desk Manager	
Responsibilities	<p>Manages the Help Desk staff members across multiple physical locations and prioritizes all related activities including, but not limited to: incidents (trouble tickets), acquisition projects, laptop/desktop upgrades, as well as other team initiatives. Responsible for maintaining an inventory and the procurement of all desktop hardware for corporate and micro sites.</p> <p>This includes, but is not limited to laptop, desktop, keyboard, mouse, printer, cell phone, broadband cards, Apple products and monitors. Leads the activities associated with providing desktop services to client by identifying, prioritizing, and confirming resolution of reported problems with desktops, laptops, printers, and peripherals. Provides the highest level of support on desktop/software problem incidents, including priority one tickets and escalations.</p> <p>Serves as liaison for users/executive staff and IT personnel. Ability to maintain, centralize and secure the desktop of PC's throughout the enterprise utilizing Active Directory group policy techniques, roaming profiles, and other techniques as needed or determined.</p> <p>Ability to create a standard desktop image utilizing standard software versions for all desktops than can easily be installed and implemented across the enterprise. Responsible for the protection of all desktops in the enterprise related to viruses, spyware, and/or malware. Ability to centrally administer, install, and report desktop software versions and patch levels utilizing Microsoft SCCM of all desktops in the enterprise whether physically attached to the enterprise network or remote. Maintains software licenses and asset management to ensure full compliance with desktop standard. Performs staff scheduling to ensure help desk coverage during normal business hours and on-call support as required.</p> <p>Trains help desk technicians and others. Manages strategic technology vendor partnerships and relationships. Responsible for researching new technology concepts and applying them in appropriate situations. Manages help desk staff.</p>
Education	BS/BA or equivalent experience.
Experience	3-5 years

Help Desk Analyst

Responsibilities	Serve as the initial point of contact and will gather and analyze information about the user's issue to answer basic questions about installation, operation, configuration, customization, and usage of assigned products to determine the best way to resolve their problem. Provide technical support of hardware, systems, sub-systems and/or applications. Assist with navigating around application menus, may be required to remote into customer's computer. Troubleshoot network connectivity issues, working with remote employees on a corporate network.
Education	High School Diploma or equivalent
Experience	No Minimum

Help Desk Lead

Responsibilities	<p>Establish and enforce Help Desk service levels agreements in consultation with end users to establish problem resolution expectations and timeframes. Analyze performance of Help Desk activities and documented resolutions, identify problem areas, and devise and deliver solutions to enhance quality of service and to prevent future problems. Plan and conduct performance appraisals of Help Desk staff. Manage the processing of incoming requests to the Help Desk to ensure courteous, timely, and effective resolution of end user issues.</p> <p>Design and enforce request handling and escalation policies and procedures.</p> <p>Coordinate and/or perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications. Monitor and test fixes to ensure problems have been adequately resolved.</p> <p>Access software updates, drivers, knowledge bases, and frequently asked questions resources on the Internet to aid in problem resolution. Track and analyze trends in Help Desk requests and generate statistical reports. Assess need for any system reconfigurations (minor or significant) based on request trends and make recommendations. Identify, recommend, develop, and implement end user training programs to increase computer literacy and self-sufficiency. Create documentation for use by end users (help sheets, usage guides, FAQ's, etc.) Develop desk staff training procedures and policies. Mentor Help Desk Technicians and other junior staff.</p>
Education	BS/BA or equivalent experience.
Experience	2-3 years

5.15 Configuration and Release Management

Configuration Specialist

Responsibilities	Must be able to work with project managers and team leaders to assess and recommend configuration management solutions that effectively meet customer requirements. Plan and coordinate system configuration activities for timely completion. Maintain configuration management documentations for reference purposes. Develop process improvements to enhance configuration efficiency. Determine configuration requirements and develop system configuration procedures. Assist in developing tools to support daily configuration management activities. Follow and enforce configuration management policies and practices. Analyze and resolve configuration problems in a timely fashion. Communicate configuration discrepancies to Management for immediate resolutions. Ensure that system configuration is executed in accordance with customer needs. Assist in configuration audits and implement audit recommendations.
Education	BS/BA or equivalent experience.
Experience	3 years.

Release Management Specialist

Responsibilities	Primary responsibilities include managing the SDLC process from development to QA and production. The Release Management specialist manages the source code repository for the project, is responsible for the code creation process, and builds and executes the automation for deployment of artifacts to the test and production environments. Responsible for capturing and configuring the application configuration, and manages the environment specific deltas from development thru production. The timely and accurate coordination and execution of planned code and configuration changes within dev, QA and PROD is essential.
Education	BS/BA or equivalent experience.
Experience	3 years

5.16 Web Application and Services Development

SOA/Web Services Developer II

Responsibilities	Design, develop, test and deliver high quality software solutions to integrate several complex systems using SOA and ESB technologies. Help the tech lead in analyzing the requirements and documenting Design. Understand the Software Design and Develop Software code and services according to the specification. Perform through unit testing, integration testing and resolve all issues Work with all peers and leads to ensure high quality code is delivered on time. Support Production issue resolution as applicable.
Education	BS/BA or equivalent experience.
Experience	3-5 years experience in Java Programming SOAP, REST Web services XML, XSD, XSLT, XQUERY, XPATH, XML Parsing Enterprise Service Bus (IIB) SQL, Query, Database, Oracle Unit Testing, Integration Testing, Troubleshooting

SOA/Web Services Developer III

Responsibilities	Design, develop, test and deliver high quality software solutions to integrate several complex systems using SOA and ESB technologies. Help the tech lead in analyzing the requirements and documenting Design Understand the Software Design and Develop Software code and services according to the specification. Perform through unit testing, integration testing and resolve all issues. Work with all peers and leads to ensure high quality code is delivered on time. Support Production issue resolution as applicable
Education	BS/BA or equivalent experience.
Experience	5-8 years experience in Java Programming SOAP, REST Web services XML, XSD, XSLT, XQUERY, XPATH, XML Parsing Enterprise Service Bus (IIB) SQL, Query, Database, Oracle Unit Testing, Integration Testing, Troubleshooting

SOA/Web Services Architect

Responsibilities	<p>Lead development of service solutions with various technology stacks. Own delivery of service-based architecture for assigned projects, providing end-to-end solution and design details. Provide estimates to Demand Management process, consistently meeting or exceeding estimate quality metrics. Provides expertise to identify and translate system requirements into software design documentation, Ensure services meet function requirements (FR)and non-functional performance characteristics (NFR). Provides consultation to application owners, business partners and peer groups regarding long and short-range architecture service solutions to meet business imperatives. Leads teams, technical projects or programs, and has overall leadership responsibility for project architecture and design. Actively facilitates complex design and technical discussions, reconciling differing opinions and drives decision making process. Understand industry trends, new technologies and standards in order to evolve standards and the roadmap.</p> <p>Recommends solutions and develop business case alternatives which anticipate the future direction of the business, its drivers and technology strategy. Enable advantages via effective and consistent use of technology. Reviews and ensures architectural designs are consistent, maintainable, flexible, and cost effective. Provide technical leadership and mentoring throughout the project life cycle Actively identify reuse opportunities. Articulates the trade-offs, benefits and risks of all owned design solutions. Understands and ensures compliance with the SDLC project management governance and IT strategy. Analyzes and leads and/or advises incident management swat team activity. Diagnoses problems, designs solution options with consideration to business impact.</p>
Education	BS/BA or equivalent experience.
Experience	5-8 years experience

5.17 Business Process Management

BPM Developer II

Responsibilities	<p>Work closely with business analysts and solution architects to implement best-of-class BPM solutions. Designing business process architecture, including database design and process flows. Creating business services, Undercover Agents, and Start & Intermediate Message events. Integrate various BPM products , using XSLT to transform Web services into business processes</p>
Education	BS/BA or equivalent experience.
Experience	3-5 years experience

BPM Developer III

Responsibilities	<p>Work closely with business analysts and solution architects to implement best-of-class BPM solutions. Designing business process architecture, including database design and process flows. Creating business services, Undercover Agents, and Start & Intermediate Message events. Integrate various BPM products , using XSLT to transform Web services into business processes</p>
Education	BS/BA or equivalent experience.
Experience	5-8 years experience

BPM Process Analyst II

Responsibilities	Identify and develop critical business processes. Champion the adoption, implementation & change of processes through business partners. Liaise between the business and IT on process modeling and system implementation. Create and maintain business process modeling standards and methods. Other Duties as assigned.
Education	BS/BA or equivalent experience.
Experience	3-5 years

5.18 User Interface Design and Development

User Interface Designer II

Responsibilities	Collaborate with customers, software engineering and product management to define and implement innovative solutions for the product direction, visuals and experience. Execute all visual design stages from concept to final hand-off to engineering. Conceptualize original ideas that bring simplicity and user friendliness to complex design roadblocks. Create wireframes, storyboards, user flows, process flows and site maps to effectively communicate interaction and design ideas. Present and defend designs and key milestone deliverables to peers and executive level stakeholders. Conduct user research and evaluate user feedback. Establish and promote design guidelines, best practices and standards
Education	BS/BA or equivalent experience.
Experience	3-5 years

Usability and User Experience Specialist II

Responsibilities	Collaborate with customers, software engineering and product management to define and implement innovative solutions for the product direction, visuals and experience. Execute all visual design stages from concept to final hand-off to engineering. Conceptualize original ideas that bring simplicity and user friendliness to complex design roadblocks. Create wireframes, storyboards, user flows, process flows and site maps to effectively communicate interaction and design ideas. Present and defend designs and key milestone deliverables to peers and executive level stakeholders. Conduct user research and evaluate user feedback - Establish and promote design guidelines, best practices and standards. Create cross browser/platform compatible sites in a team environment with Information Architects and Designers. Implement and advocate for the use of standards based and semantic HTML and CSS to solve design problems. Assess existing sites/systems for code quality and interactive appeal. Evangelize for best practices for front-end development. Create accessible dynamic interfaces with HTML, CSS, and JavaScript.
Education	BS/BA or equivalent experience.
Experience	5-8 years

Accessibility Compliance (508) Developer II

Responsibilities	Verify features to begin wireframes utilizing feedback obtained to redesign wireframes as necessary provide intended features. Create multiple wireframes to showcase creative ways of providing intended features. Consider Section 508 Accessibility Requirements in all designs. Attend, participate and give useful feedback and suggestions in all planning meetings. Actively work on short and long-term projects, completing by the assigned deadlines, in conjunction with the performance of daily work requirements with little to no supervision. Other duties and responsibilities as assigned.
Education	BS/BA or equivalent experience.
Experience	3-5 years

Device User Interface Designer II

Responsibilities	Develop efficient, user-friendly libraries for mobile applications, which help raise the productivity of engineers across the organization. Optimize mobile application performance under less than stellar networks conditions. Collaborate with client teams to identify common pain points, develop solutions and evangelize best practices for mobile applications. Provide technical leadership and help guide the overall technical direction for UI engineering. Improve developer productivity through better tools, processes and frameworks
Education	BS/BA or equivalent experience.
Experience	3-5 years

Graphic/Illustrator

Responsibilities	Conceives, designs and prepares a variety of illustrations and artwork for use in the development of various product types. Creates original designs from general requirements for generic and customer projects as defined by the Design Team or Project Manager. Develops custom product designs by following customer specifications including customer artwork, general requirements, licensor requirements, and source material. Develops concept based on direction provided by Marketing Manager for overall look and layout of marketing and sales materials including catalog, flyers, newsletters, point-of-sale materials, advertisements, and online content. Prepares finished art work for prepress and specifies details such as type sizes, styles and colors specific to each project. Maintains digital archives, including working files, for all computer files, designs and projects. Other duties as assigned
Education	BS/BA or equivalent experience.
Experience	2-3 years

5.19 Operations Management

Operations Analyst II

Responsibilities	<p>Responsible for recognizing, researching, isolating, resolving and documenting problems with information systems products and services. Must be able to provide technical support to diagnose, analyze, research and resolve complex computer problems while minimizing the impact of service interruptions. Must have the ability to utilize multiple hardware platforms and operating systems software to troubleshoot and resolve complex issues related to application and hardware / peripherals. Provide technical support to diagnose, analyze, research and resolve complex computer problems for internal and external customers</p> <p>Analyze system issues to evaluate root cause and design/develop solutions to mediate issue Tests solutions and documents specifications, modifications or design changes</p> <p>Provide the preventative maintenance, troubleshooting, root cause analysis, and resolution for complex technical incidents in order to ensure satisfaction. Researches develop, and recommend technical alternatives utilizing advanced and / or new technology to support functional requirements and / or problem resolution. Investigates and documents escalated issues and possible solutions to complex and moderately complex problems. May consult with additional technology resources to solve issues requiring other specialized technical support. Identifies trends relating to systems problems for the company. Consults with network services, desktop / systems engineering, and / or applications development to restore service and / or identify and correct core systems problems. Recommends systems modifications in order to reduce problems and increase productivity Performs all other duties as assigned. Simple validation of data, files or reports. Exceptions or updates to the database via repeatable SQL scripts. Create reports for archive or delivery to clients via website or repeatable SQL scripts. User access management via website or repeatable SQL scripts</p>
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	Update website content via website admin functionality or repeatable SQL scripts Triage failed files or scheduled jobs. Complex validation of data, files or reports via manual/unique SQL scripts. Triage incoming issues from, Users, or the clients. Exceptions or updates to the database via manual/unique SQL scripts. Create reports for archive or delivery via manual/unique SQL scripts. Analytics or reports of defects or manual tasks completed
Education	BS/BA or equivalent experience.
Experience	3-5 years

Operations Manager	
Responsibilities	Manage the IT Operations Team. Collaborate and contribute to the development, configuration, and integration of IT support systems including: remote management systems, application and infrastructure monitoring, CMDB management, asset discovery, IT cost modeling, and IT ticketing systems. Influence and develop the practices and procedures required to maintain the data quality of these systems. Collaborate with cross functional leaders to gather input on IT support improvements and systems policy decisions. Provide input on IT support models and plans that outline long-term goals for the IT Operations road map. Is the support owner for assigned applications and systems at the point of production installation. Responsible for coordinating analysis, monitoring and response to issues associated with the daily operation of applications and infrastructure. Ensuring that service level agreements are consistently met and issues resolved in a comprehensive and timely manner. Participating in incident response and service recovery activities and drive satisfactory restoration and timely root cause analysis. Analyze and develop recommendations from the data these systems provide, and define production risk assessments and KPI's that improve the health and availability of services.
Education	BS/BA or equivalent experience.
Experience	5 -8 years

5.20 System Integration

Integration Engineer II	
Responsibilities	Assist in the coordination with project leads and subcontractors to identify, assemble, and review all required Interface Control Documents for the Program; Identify system level use cases and test cases targeted at interface validation, as well as assisting the development team, project leads, and members in setting up and testing the interfaces. Verify all interfaces in the production environment and subsequently augmenting the Test team to perform all end to end System Integration Testing; Assist with coordinating the installation, integration, and testing of a System of Systems Support system and component owners in developing Interface Control Documentation for each interfacing point; provide quality control and oversight to ensure Interface Control Documents (ICD); Identify the appropriate sequence and scheduling of integration efforts for IT subsystems Determine the external interfaces requirements necessary to support subsystem integration and testing, and arrange to simulate or supply them as necessary; Identify any resources needed to conduct the integration and test functions, including identifying staffing requirements, tools and test equipment, installation support materials and external vendor support; Discern technical problems, plans solution paths, and coordinating tasks with other IT staff and consultants for efficient resolution; Coordinate, monitor and control all technical activities needed to support integration with the project and program management team; Lead technical discussions in integration planning and review meetings and managing the action items; Identify, troubleshoot, and run test scenarios for technical issues (including software, hardware, devices and endpoints) and communicates fixes; Perform special projects and initiatives as assigned.
Education	BS/BA or equivalent experience.
Experience	3-5 years

Integration Specialist

Responsibilities	Develop and enforce data integration design and development standards and best practices Follow established data architecture standards. Oversee and execute the design and development of data solutions that allow for the ingestion of various types of data into a data warehouse environment and custom outbound extracts as needed to meet business unit data needs. Take an active hand in optimizing data load processes and feeds and working with very large data sets. Participate in QA, UAT & production support related to the project Handle end-to-end process integrations, customization, maintenance and deployment of solution components. Accountable for technical design, delivery, and transition to operations for all technical data integration development. Develop data integration components including extraction jobs, transformations, and load programs for one or more simultaneous and/or complex projects
Education	BS/BA or equivalent experience.
Experience	6-8 years

Lead Integration Engineer

Responsibilities	Designs and defines system architecture for new or existing computer systems. Performs complex systems development and design work that may include logic design, I/O design, firmware development, model formulation, manufacturing and development cost projections, computer architecture analysis and design, and analog or digital systems engineering. Performs systems modeling, simulation, and analysis. Plans upgrades of operating systems and designs systems enhancements. Develops documentation on new or existing systems. Develops and conducts tests to ensure systems meet documented user requirements. Identifies, analyzes, and resolves system problems. Provides system/equipment/specialized training and technical guidance. Determines system specifications, input/output processes, and working parameters for hardware/software compatibility. Provides guidance and work leadership to less-experienced systems engineers and may have supervisory responsibility. Serves as a technical team or task lead. Serves as liaison with clients, participating in meetings to ensure client needs are met. Maintains current knowledge of relevant technology as assigned. Participates in special projects as required.
Education	BS/BA or equivalent experience.
Experience	6-8 years

6. Authorized GSA Hourly Rates for the Base Period (inclusive of 0.75% IFF)

GSA Authorized Rates (inclusive of 0.75 % IFF)				Base Period 01/19/2017 to 01/18/2022				
#	Area of Expertise	SIN	Labor Categories	2017	2018	2019	2020	2021
1	General IT Management	132-100	Administrator I	53.88	54.80	55.73	56.68	57.64
2		132-51	Administrator II	79.36	80.70	82.08	83.47	84.89
3	System and Application Development	132-51	Application Developer I	94.38	95.98	97.61	99.27	100.96
4		132-51	Application Developer II	109.23	111.08	112.97	114.89	116.85
5		132-51	Application Developer III	136.81	139.14	141.50	143.91	146.35
6		132-51	Application Developer IV	150.14	152.69	155.28	157.92	160.61
7		132-51	Sr. Application Developer	183.93	187.05	190.23	193.47	196.76
8		132-51	Software Engineer I	117.76	119.76	121.79	123.86	125.97
9		132-51	Programmer/Analyst I	82.54	83.94	85.37	86.82	88.30
10		132-51	Programmer/Analyst II	85.17	86.62	88.10	89.59	91.12
11		132-51	Programmer/Analyst III	98.64	100.31	102.02	103.75	105.52
12		132-51	Programmer/Analyst IV	120.91	122.96	125.05	127.18	129.34
13		132-51	Development Manager/Lead	142.04	144.46	146.91	149.41	151.95
14	Database Design and Development	132-51	Data Analyst II	133.00	135.26	137.56	139.90	142.27
15		132-51	Data Architect I	112.98	114.90	116.85	118.84	120.86
16		132-51	Data Architect II	131.46	133.69	135.97	138.28	140.63
17		132-51	Database Administrator II	111.23	113.12	115.05	117.00	118.99
18		132-51	Master Database Administrator	175.61	178.60	181.63	184.72	187.86
19		132-51	Database Developer II	98.94	100.62	102.33	104.07	105.84

GSA Authorized Rates (inclusive of 0.75 % IFF)				Base Period 01/19/2017 to 01/18/2022				
#	Area of Expertise	SIN	Labor Categories	2017	2018	2019	2020	2021
20	System Security	132-51	Information Security Lead	143.31	145.74	148.22	150.74	153.30
21		132-51	Information Security Officer	157.64	160.32	163.04	165.81	168.63
22		132-51	Information Security Analyst	86.24	87.70	89.20	90.71	92.25
23		132-51	Information Security Auditor	118.11	120.12	122.16	124.24	126.35
24		132-51	Security Architect II	98.61	100.29	101.99	103.72	105.49
25	Program Management	132-51	Project Manager	144.65	147.11	149.61	152.15	154.74
26		132-51	Program Manager	110.43	112.31	114.21	116.16	118.13
27		132-51	Program Management Support II	93.95	95.55	97.17	98.83	100.51
28	Quality Assurance and Accessibility Compliance	132-51	Quality Assurance Specialist I	69.98	71.17	72.38	73.61	74.86
29		132-51	Quality Assurance Specialist II	82.42	83.82	85.25	86.70	88.17
30		132-51	Quality Assurance Specialist III	87.42	88.91	90.42	91.96	93.52
31		132-51	Quality Assurance Specialist IV	111.60	113.50	115.43	117.39	119.39
32		132-51	Test Analyst I	72.12	73.35	74.59	75.86	77.15
33		132-51	Test Analyst II	71.23	72.44	73.67	74.93	76.20
34		132-51	Lead Test Analyst	93.35	94.93	96.55	98.19	99.86
35		132-51	System Testing Specialist II	96.52	98.16	99.83	101.53	103.25
36		132-51	System Testing Specialist III	114.31	116.25	118.23	120.24	122.28
37		132-51	Automation Test Analyst I	89.29	90.80	92.35	93.92	95.51
38		132-51	Accessibility Compliance (508) Testing Specialist II	125.43	127.57	129.74	131.94	134.18
39	132-51	Security Testing Specialist II	131.48	133.72	135.99	138.30	140.65	

GSA Authorized Rates (inclusive of 0.75 % IFF)				Base Period 01/19/2017 to 01/18/2022				
#	Area of Expertise	SIN	Labor Categories	2017	2018	2019	2020	2021
40	IT System Analysis	132-51	Requirements Analyst I	78.81	80.15	81.52	82.90	84.31
41		132-51	Requirements Analyst III	129.16	131.35	133.59	135.86	138.17
42		132-51	Systems Analyst I	133.00	135.26	137.56	139.90	142.27
43		132-51	Systems Analyst II	108.35	110.19	112.06	113.97	115.91
44		132-51	Systems Analyst III	116.40	118.38	120.39	122.44	124.52
45		132-51	Systems Analyst IV	133.00	135.26	137.56	139.90	142.27
46		132-51	Business Analyst I	84.39	85.83	87.29	88.77	90.28
47		132-51	Business Analyst II	95.57	97.20	98.85	100.53	102.24
48		132-51	Functional Manager	131.48	133.72	135.99	138.30	140.65
49		IT & Business Domain Specialists	132-51	Subject Matter Expert I	117.88	119.89	121.93	124.00
50	132-51		Subject Matter Expert II	131.71	133.95	136.23	138.54	140.90
51	132-51		IT Specialist II	123.99	126.10	128.24	130.42	132.64
52	132-51		IT Specialist III	146.29	148.78	151.31	153.88	156.50
53	IT Infrastructure Engineering	132-51	Systems Administrator I	105.96	107.76	109.60	111.46	113.35
54		132-51	Systems Administrator II	141.23	143.63	146.07	148.55	151.08
55		132-51	Infrastructure Engineer	133.00	135.26	137.56	139.90	142.27
56		132-51	Infrastructure Engineer II	129.16	131.35	133.59	135.86	138.17
57		132-51	Infrastructure Lead	156.71	159.37	162.08	164.84	167.64
58		132-51	Infrastructure Manager	156.71	159.37	162.08	164.84	167.64
59		132-51	Infrastructure Architect	168.22	171.07	173.98	176.94	179.95
60	Agile Process Management	132-51	Agile Process Analyst II	102.07	103.81	105.57	107.37	109.19
61		132-51	Agile Scrum Master	110.44	112.32	114.23	116.17	118.14
62		132-51	Product Owner	121.25	123.31	125.41	127.54	129.71

GSA Authorized Rates (inclusive of 0.75 % IFF)			Base Period 01/19/2017 to 01/18/2022					
#	Area of Expertise	SIN	Labor Categories	2017	2018	2019	2020	2021
63	Enterprise IT Architecture and Design	132-51	Technical Architect I	117.88	119.88	121.92	123.99	126.10
64		132-51	Technical Architect II	144.97	147.43	149.94	152.49	155.08
65		132-51	Systems Architect I	142.16	144.57	147.03	149.53	152.07
66		132-51	Systems Architect III	169.89	172.78	175.72	178.70	181.74
67		132-51	Enterprise Architect	184.01	187.13	190.32	193.55	196.84
68		132-51	Chief Architect	176.68	179.69	182.74	185.85	189.01
69	Program and Technical Documentation Support	132-51	Technical Writer II	109.74	111.61	113.50	115.43	117.40
70		132-51	Lead Technical Writer	105.79	107.59	109.42	111.28	113.17
71	Technical Support	132-51	Support Analyst II	93.82	95.41	97.03	98.68	100.36
72		132-51	IT Support Specialist	108.35	110.19	112.06	113.97	115.91
73		132-51	Help Desk Manager	91.36	92.92	94.50	96.10	97.74
74		132-100	Help Desk Analyst	73.05	74.30	75.56	76.84	78.15
75		132-51	Help Desk Lead	82.21	83.61	85.03	86.47	87.94
76	Configuration and Release Management	132-51	Configuration Specialist	128.57	130.76	132.98	135.24	137.54
77		132-51	Release Management Specialist	128.57	130.76	132.98	135.24	137.54

GSA Authorized Rates (inclusive of 0.75 % IFF)				Base Period 01/19/2017 to 01/18/2022				
#	Area of Expertise	SIN	Labor Categories	2017	2018	2019	2020	2021
78	Web Application and Services Development	132-51	SOA/Web Services Developer II	105.94	107.74	109.57	111.43	113.33
79		132-51	SOA/Web Services Developer III	133.00	135.26	137.56	139.90	142.27
80		132-51	SOA/Web Services Architect	152.64	155.23	157.87	160.55	163.28
81	Business Process Management	132-51	BPM Developer II	105.94	107.74	109.57	111.43	113.33
82		132-51	BPM Developer III	133.00	135.26	137.56	139.90	142.27
83		132-51	BPM Process Analyst	95.08	96.69	98.34	100.01	101.71
84	User Interface Design and Development	132-51	User Interface Designer II	110.79	112.67	114.59	116.53	118.51
85		132-51	Usability and User Experience Specialist II	126.37	128.51	130.70	132.92	135.18
86		132-51	Accessibility Compliance (508) Developer II	103.23	104.99	106.77	108.59	110.43
87		132-51	Device User Interface Designer II	126.13	128.28	130.46	132.68	134.93
88		132-51	Graphic/Illustrator	100.40	102.11	103.85	105.61	107.41
89	Operations Management	132-51	Operations Analyst II	82.52	83.92	85.35	86.80	88.28
90		132-51	Operations Manager	97.89	99.55	101.24	102.96	104.71
91	System Integration	132-51	Integration Engineer II	133.00	135.26	137.56	139.90	142.27
92		132-51	Integration Specialist	147.39	149.89	152.44	155.03	157.67
93		132-51	Lead Integration Engineer	168.31	171.17	174.08	177.04	180.05

Note: Rates are quoted in dollars (\$) per hour and are fully burdened. Rates based on approved Economic Price Adjustment of 1.7 % a year. GSA Industrial Funding Fee (.75%) is used to show rates with IFF.

Work Location: Hourly rates quoted are for the client sites.

7. USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

PREAMBLE

SysDataLogics Corporation, 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:

Vinayak (Vin) Wagle , President
SysDataLogics Corporation
10440 Little Patuxent Pkwy,Suite #900
Columbia -MD-21044
Phone: (443) 445-3142
Fax: (443) 445-3142
vinayak.wagle@sysdatalogics.com

9.BPA FORMAT GUIDELINES

BPA NUMBER _____
(CUSTOMER NAME) BLANKET PURCHASE AGREEMENT

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

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

MODEL NUMBER/PART NUMBER * SPECIAL BPA DISCOUNT/PRICE

- (2) Delivery:

DESTINATION DELIVERY SCHEDULES / DATES

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

- (4) This BPA does not obligate any funds.

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

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

OFFICE POINT OF CONTACT

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

- (9) 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.

- (10) 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.
- (11) 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.

10.BASIC GUIDELINES FOR USING "CONTRACTOR TEAMING ARRANGEMENTS"

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

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

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

Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors. Customers should refer to FAR 9.6 for specific details on Team Arrangements. Here is a general outline on how it works:

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