



**GENERAL SERVICES ADMINISTRATION
FEDERAL ACQUISITION SERVICE**

**AUTHORIZED FEDERAL ACQUISITION SERVICE PRICE LIST
FOR CONSOLIDATED CONTRACTS**

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

- SIN D301 – IT Facility Operation and Maintenance
- SIN D302 – IT Systems Development Services
- SIN D306 – IT Systems Analysis Services
- SIN D307 – Automated Information System Design and Integration Services
- SIN D308 – Programming Services
- SIN D311 – IT Data Conversion Services
- SIN D316 – IT Network Management Services
- SIN D317 – Creation/Retrieval of IT Related Automated News Services, Data Services, or Other Information Services
- SIN D399 – Other Information Technology Services, Not Elsewhere Classified

SIN R499 – Mission Oriented Business Integrated Services (MOBIS)

- SIN 874-1 – Consulting Services
- SIN 874-2 – Facilitation Services
- SIN 874-7 – Program Integration and Project Management Services

Contract No.: GS-00F-0039P
Contract Period: July 1, 2004 – December 18, 2012

Pricelist current through Modification No. PO-0004, dated 17 December 2008.

Contractor:
Information International Associates, Inc.
1055 Commerce Park Drive, Suite 110
P.O. Box 4219
Oak Ridge, Tennessee 37831
Website: www.iiaweb.com

Business Size: Small, woman-owned

Prices Shown Herein are NET

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

Authorized Federal Supply Schedule Price List

About Information International Associates, Inc.

Information International Associates, Inc. (IIa) is a woman-owned, small business that offers Information Sciences, Information Technology, Scientific and Technical Information (STI) Resource Management, Knowledge Management, Records and Information Management, and Program Management services to both government and commercial clients throughout the United States. IIa, founded in 1988, has built a reputation for providing cost-effective, high-quality technical services throughout the information science, STI, and IT communities. IIa has steadily built upon the principles of dependability, resourcefulness, technical innovation, and strong management. We follow a continuous process improvement strategy that promotes the development and application of new technologies that provide cost-efficient means for an agency to accomplish its mission.

SPECIAL NOTICE TO AGENCIES:

Small Business Participation

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

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

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

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

1a - 1c. Table of Awarded Special Item Numbers (SINs) (Item descriptions and awarded prices are linked from the SINs.)

- C R499 MOBIS
- C D301 IT Facility Operations and Maintenance
- C D302 IT Systems Development Services
- C D306 IT Systems Analysis Services
- C D307 Automated Information Systems Design & Integration Services
- C D308 Programming Services
- C D311 IT Data Conversion Services
- C D316 IT Network Management Services
- C D317 Automated New Services, Data Services & Other Information Services
- C D399 Other Information Technology Services, Not Elsewhere Classified

Authorized Federal Supply Schedule Price List

2. Maximum Order: The maximum order size for a task order is \$1,000,000.
3. Minimum Order: The minimum order size for a task order is \$200.
4. Geographic Coverage: Domestic delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, and Washington, D.C.
5. Point(s) of Production: As mutually agreed upon by the ordering agent and contractor.
6. Discount From List Price: All prices shown herein are NET (discount deducted).
7. Quantity discounts: None offered.
8. Prompt Payment Terms: NET 30 days
- 9a. Government Purchase Cards are acceptable for orders below the micropurchase threshold. Contact Contractor's Representative for credit card acceptance of orders above the micropurchase threshold.
- 9b. Government Purchase Cards are acceptable for orders above the micropurchase threshold. Contact Contractor's Representative for credit card acceptance of orders above the micropurchase threshold.
10. Foreign Items: Not Applicable
- 11a. Time of Delivery: To be negotiated with ordering agency per individual task order.
- 11b. Expedited Delivery. To be negotiated with ordering agency per individual task order.
- 11c. Overnight and 2-day delivery. To be negotiated with ordering agency per individual task order.
- 11d. Urgent Requirements. To be negotiated with ordering agency per individual task order.
12. F.O.B. Point(s): Destination
- 13a. Ordering Address:

Information International Associates, Inc.
1055 Commerce Park Drive, Suite 110
P.O. Box 4219
Oak Ridge, Tennessee 37831
Attention: Charles W. Samuels
Telephone Number: (865) 298-1243 Facsimile Number: (865) 481-0390
E-mail: csamuels@iiaweb.com Web site: www.iiaweb.com

13b. Ordering Procedures

For supplies and services ordering procedures, information on Blanket Purchase Agreements (BPAs), and a sample BPA, go to the GSA/FSS Schedule Web Site: <http://www.fss.gsa.gov> and click on "Services."

Authorized Federal Supply Schedule Price List

14. Payment Address: Electronic Transfer Bank of America

Bank account information for wire transfer payments (electronic funds transfer (EFT)) will be shown on the invoice.

Mailing Address

Information International Associates, Inc.
1055 Commerce Park Drive, Suite 110
Oak Ridge, Tennessee 37830

15. Warranty Provision:

The following applies to all SINs:

CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

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

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

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

16. Export Packing Charges: Not Applicable

17. Terms and Conditions of Government Purchase Card Acceptance (any thresholds above the micropurchase level). Not Applicable

18. Terms and Conditions Applicable to Information Technology Professional Services and Electronic Commerce (EC) Services.

19. Liability for Injury or Damage.

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

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

Authorized Federal Supply Schedule Price List

Block 9: G. Order/Modification Under Federal Schedule

Block 16: Data Universal Numbering System (DUNS) Number: 80-489-1850.

Block 30: Type of Contractor – Small, Woman-owned Business

Block 31: Woman-Owned Small Business - YES

Block 36: Contractor's Taxpayer Identification Number (TIN): 62-1500232

4a. CAGE Code: 07AG8

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

21. Trade Agreements Act of 1979, As Amended:

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

22. Federal Information Technology/Telecommunications Standards Requirements:

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

23. Federal Information Processing Standards Publications (FIPS PUBS).

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

24. Federal Telecommunications Standards (FED STDS).

Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." The U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act, issue Federal Telecommunication Standards. Ordering information and information concerning the availability of FED-STDS should be obtained

Authorized Federal Supply Schedule Price List

from the GSA, Federal Supply Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202) 619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301) 975-2833.

25. Overseas Activities.

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

Not Applicable

Upon request of the Contractor, the Government may provide the Contractor with logistics support, as available, in accordance with all applicable Government regulations. Such Government support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

26. Installation, Deinstallation, and Reinstallation.

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

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

27. Section 508 Compliance.

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

The EIT standard can be found at: <http://www.section508.gov/>.

28. USA Commitment to Promote Small Business Participation Procurement Programs.

Authorized Federal Supply Schedule Price List

PREAMBLE

Information International Associates, Inc. provides commercial products and services to the Federal Government. 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 Federal Government contracts. To accelerate potential opportunities please contact

Charles W. Samuels
Information International Associates, Inc.
1055 Commerce Park Drive, Suite 110
P.O. Box 4219
Oak Ridge, TN 37831
Tel. No.: (865) 298-1243; Fax No: (865) 481-0390
E-mail: csamuels@iiaweb.com
Web site: <http://www.iiaweb.com/>

29. Basic Guidelines for Using “Contractor Team Arrangements.”

Federal Supply Schedule Contractors may use “Contractor Team Arrangements” (see FAR 9.6) to provide solutions when responding to a customer agency requirements.

Authorized Federal Supply Schedule Price List

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.

30. List of Service and Distribution Points. Not Applicable

31. Preventive Maintenance. Not Applicable

32a. Special Attributes. Not Applicable

32b. Section 508 compliance information is available on Electronic and Information Technology (IT) services on the Contractor Web site: <http://www.iiaweb.com/>

33. Data Universal Numbering System (DUNS) Number: 80-489-1851

34. Central Contractor Registration: Information International Associates, Inc. is registered in the Central Contractor Registration (CCR) database.

35. Net Billing. Not Applicable

36. Purchase of Incidental Non-Schedule Items. Not Applicable

If you have questions for GSA, use the following contact information:

FSS Information Technology Services Center
2200 Crystal Drive
6th Floor, Crystal Plaza 4
Arlington, VA 20406
1-800-241-7246
E-mail: IT.Center@gsa.gov
Web Site: <http://www.it.center.gsa.gov/>

Authorized Federal Supply Schedule Price List

If you have questions for IIa, use the following contact information:

Charles W. Samuels
Information International Associates, Inc.
1055 Commerce Park Drive, Suite 110
P.O. Box 4219
Oak Ridge, TN 37831
Tel. No.: (865) 298-1243 Fax No: (865) 481-0390
E-mail: csamuels@iiaweb.com
Web site: <http://iiaweb.com/>

Authorized Federal Supply Schedule Price List

Price List

SIN C R499—Mission Oriented Business Integrated Services

Gov't Site HOURLY RATES

LABOR CATEGORY	Approved	Forward Pricing		
	12/18/08-12/18/09	12/18/09-12/18/10	12/18/10-12/18/11	12/18/11-12/18/12
Prices shown herein are NET (discount deducted)				
<u>ADMINISTRATIVE ASSISTANT</u>	\$35.64	\$36.92	\$38.25	\$39.63
<u>CLERK III/CUSTOMER SUPPORT III/ TECHNICIAN III</u>	\$30.38	\$31.47	\$32.60	\$33.77
<u>CLERK II/CUSTOMER SUPPORT II/ TECHNICIAN II</u>	\$24.47	\$25.35	\$26.26	\$27.21
<u>CLERK I/CUSTOMER SUPPORT I/ TECHNICIAN I</u>	\$21.67	\$22.45	\$23.26	\$24.10
<u>JR. SYSTEMS ANALYST/JR. BUSINESS ANALYST</u>	\$55.22	\$57.21	\$59.27	\$61.40
<u>PROGRAM MANAGER/CONSULTANT</u>	\$83.40	\$86.40	\$89.51	\$92.73
<u>PROJECT ADMINISTRATION SPECIALIST</u>	\$40.77	\$42.24	\$43.76	\$45.34
<u>PROJECT MANAGER/TEAM LEADER</u>	\$57.13	\$59.19	\$61.32	\$63.53
<u>QUALITY ASSURANCE MANAGER/ QUALITY ASSURANCE CONSULTANT</u>	\$88.25	\$91.43	\$94.72	\$98.13
<u>SR. INFORMATION SCIENTIST/ MANAGER</u>	\$90.30	\$93.55	\$96.92	\$100.41
<u>SR. PROGRAM MANAGER/SR. CONSULTANT</u>	\$122.44	\$126.85	\$131.42	\$136.15
<u>SR. SYSTEMS ANALYST/SR. BUSINESS ANALYST</u>	\$68.55	\$71.02	\$73.58	\$76.23
<u>SR. WRITER/EDITOR</u>	\$72.64	\$75.26	\$77.97	\$80.78
<u>SYSTEMS ANALYST/BUSINESS ANALYST</u>	\$63.12	\$65.39	\$67.74	\$70.18
<u>WRITER/EDITOR</u>	\$48.56	\$50.31	\$52.12	\$54.00

Ila Site HOURLY RATES

LABOR CATEGORY	Approved	Forward Pricing		
	12/18/08-12/18/09	12/18/09-12/18/10	12/18/10-12/18/11	12/18/11-12/18/12
Prices shown herein are NET (discount deducted)				
<u>ADMINISTRATIVE ASSISTANT</u>	\$40.90	\$42.37	\$43.90	\$45.48
<u>CLERK III/CUSTOMER SUPPORT III/ TECHNICIAN III</u>	\$32.41	\$33.58	\$34.79	\$36.04
<u>CLERK II/CUSTOMER SUPPORT II/ TECHNICIAN II</u>	\$28.09	\$29.10	\$30.15	\$31.24
<u>CLERK I/CUSTOMER SUPPORT I/ TECHNICIAN I</u>	\$24.87	\$25.77	\$26.70	\$27.66
<u>JR. SYSTEMS ANALYST/JR. BUSINESS ANALYST</u>	\$63.36	\$65.64	\$68.00	\$70.45
<u>PROGRAM MANAGER/CONSULTANT</u>	\$95.70	\$99.15	\$102.72	\$106.42
<u>PROJECT ADMINISTRATION SPECIALIST</u>	\$47.22	\$48.92	\$50.68	\$52.50
<u>PROJECT MANAGER/TEAM LEADER</u>	\$65.54	\$67.90	\$70.34	\$72.87
<u>QUALITY ASSURANCE MANAGER/ QUALITY ASSURANCE CONSULTANT</u>	\$101.28	\$104.93	\$108.71	\$112.62
<u>SR. INFORMATION SCIENTIST/ MANAGER</u>	\$103.62	\$107.35	\$111.21	\$115.21
<u>SR. PROGRAM MANAGER/SR. CONSULTANT</u>	\$146.73	\$152.01	\$157.48	\$163.15
<u>SR. SYSTEMS ANALYST/SR. BUSINESS ANALYST</u>	\$78.67	\$81.50	\$84.43	\$87.47
<u>SR. WRITER/EDITOR</u>	\$83.39	\$86.39	\$89.50	\$92.72
<u>SYSTEMS ANALYST/BUSINESS ANALYST</u>	\$72.43	\$75.04	\$77.74	\$80.54
<u>WRITER/EDITOR</u>	\$55.72	\$57.73	\$59.81	\$61.96

Authorized Federal Supply Schedule Price List

Commercial Job Titles for SIN C R499

Commercial Job Title: *Administrative Assistant*

General/Specialized Experience: Minimum of two years experience in office environment providing project support.

Functional Responsibility: Responsible for providing secretarial/clerical support services to technical project staff, such as word processing, photocopying, scheduling, administrative reporting, supply ordering, and management, and messaging.

Minimum Education: Associate's degree in Computer or Information Science, Business Management, or related discipline. Experience may be substituted for education.

Commercial Job Title: *Clerk III/Customer Support III/Technician III*

General/Specialized Experience: Minimum of four years experience.

Functional Responsibility: Supports the planning and implementation of information, business, and management projects, programs, or services. Uses discretion in organizing, analyzing, and reporting research results on a variety of subjects.

Minimum Education: Associate's degree in Business, Computer Systems, or related field. Experience may be substituted for degree requirement.

Commercial Job Title: *Clerk II/Customer Support II/Technician II*

General/Specialized Experience: Minimum of one-year experience in use of word processing applications such as Word and WordPerfect, HTML, and PDF software applications as required. Knowledge of English grammar and usage and style and other standards as required.

Functional Responsibility: Supports the planning and implementation of information, business, and management projects, programs, or services. Has limited decision-making responsibility.

Minimum Education: Associate's degree in Business, Computer Systems, or related field. Experience may be substituted for degree requirement.

Commercial Job Title: *Clerk I/Customer Support I/Technician I*

General/Specialized Experience: Minimum of one-year experience in use of word processing applications such as Word and WordPerfect, HTML, and PDF software applications as required. Knowledge of English grammar and usage and style and other standards as required.

Functional Responsibility: At instruction of supervisor, provides support to projects, tasks, or programs.

Minimum Education: High school diploma.

Authorized Federal Supply Schedule Price List

Commercial Job Title: *Jr. Systems Analyst/Jr. Business Analyst*

General/Specialized Experience: Minimum of one year of general computing experience.

Functional Responsibility: Analyzes information systems and management requirements. Analytically and systematically evaluates workflows, organization, and planning and assists Sr. systems Analyst/Sr. Business Analyst and Systems Analyst/business Analyst to develop appropriate corrective action. Develops, in conjunction with functional users, system alternative solutions.

Minimum Education: Associate's degree in Computer or Information Science, Business Management, or related discipline. Experience may be substituted for education.

Commercial Job Title: *Program Manager/Consultant*

General/Specialized Experience: Minimum of five years of specialized management or consulting experience.

Functional Responsibility Provides services to management personnel to review and evaluate current program operations, assists in developing leadership systems to improve processes, develops and carries out strategic planning activities, and assists in developing goals, processes, and procedures.

Minimum Education: Bachelor's degree in Business, Information Science, Computer Science, or other scientific, technical, or functional discipline. Master's degree or above is preferred.

Commercial Job Title: *Project Administration Specialist*

General/Specialized Experience: Minimum of four years experience in general administration, two years of which specialized in administration and preparation of technical reports, documents, and coordination of support activities.

Functional Responsibility: Coordinates activities to facilitate completion of projects. Provides direct support to Program Manager by maintaining files, arranging schedules, coordinating seminars or meetings, preparing correspondence, and other coordination activities in support of a project or deliverable.

Minimum Education: High school diploma.

Commercial Job Title: *Project Manager/Team Leader*

General/Specialized Experience: Minimum of six years of general experience, three years of which must be in the preparation and analysis of financial statements and development of business applications for complex systems. Develops work breakdown structures, prepares charts, tables, graphs, and diagrams to assist in analyzing problems. Responsible for tracking, analyzing, reporting, and providing data on project operations, finances, contracts, and administrative issues, milestones, and deliverables.

Functional Responsibility: Serves as the customer's authorized interface with the Contracting Officer (CO), the contract level Contracting Officer's Representative (COR), government management personnel, and customer agency representatives. Responsible for formulating and enforcing work

Authorized Federal Supply Schedule Price List

standards; assigning contractor schedules; reviewing work discrepancies; supervising contractor personnel; communicating policies, purposes, and goals of the organization to subordinates; and responsible for the overall contract performance.

Minimum Education: Bachelor's degree in Business Management, Computer or Information Science, or related discipline. Experience may be substituted for education.

Commercial Job Title: *Quality Assurance Manager/OA Consultant*

General/Specialized Experience: Minimum of five years of specialized quality assurance experience in configuration management, verification and validation, software testing and integration, or software metrics and their application to software quality assurance.

Functional Responsibility: Establishes and maintains a process for evaluating business practices and software and associated documentation. Determines the resources required for quality control. Maintains the level of quality throughout the business or software life cycle. Conducts formal and informal reviews at predetermined points throughout the development life cycle.

Minimum Education: A Master's degree in Computer or Information Science, Information Systems, Business Management, or other related discipline. Experience may be substituted for education.

Commercial Job Title: *Sr. Information Scientist/Manager*

General/Specialized Experience: Minimum of 12 years of general experience, of which 9 years must be specialized experience within program development and management.

Functional Responsibility: Applies a set of disciplines for the planning, analysis, design, and construction of information programs and systems on an enterprise-wide basis or across a major sector of the enterprise. Develops analytical and computational techniques and methodologies for problem solutions. Performs enterprise-wide strategic planning, information planning, and business analysis. Performs process and data modeling in support of planning and analysis efforts, using both manual and automated tools. Applies reverse engineering and re-engineering disciplines to develop migration strategy and planning documents.

Minimum Education: A Master's degree in Computer or Information Science, Information Systems, Business Management, or other related discipline. Experience may be substituted for education.

Commercial Job Title: *Sr. Program Manager/Sr. Consultant*

General/Specialized Experience: Minimum of 5 years of specialized experience.

Functional Responsibility: Responsible for translating customer business requirements into technical specifications, applying technology to optimize customer business processes, and providing analytical and program specific support. Responsible for leading organizations or program studies and evaluations and developing operations and procedural manuals to assist management in operating more efficiently and effectively. May possess unique subject experience related to specific project requirements.

Authorized Federal Supply Schedule Price List

Minimum Education: Bachelor's degree in Business, Information Science, Computer Science, or other scientific, technical, or functional discipline. Master's degree or above is preferred.

Commercial Job Title: *Sr. Systems Analyst/Sr. Business Analyst*

General/Specialized Experience: Minimum of five years of general computing experience.

Functional Responsibility: Analyzes and studies complex information system or business process requirements. Designs solutions and manages their implementation. Manages development and support using formal specifications, data flow diagrams, and other accepted design techniques. Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Coordinates with the Project and/or Program Manager to ensure problem solution and user satisfaction. Makes recommendations for approval of major systems installations. Prepares milestone status reports and provides presentations on the system concept to colleagues, subordinates, and end user representatives.

Minimum Education: A Master's degree in Computer or Information Science, Information Systems, Business Management, or other related discipline. Experience may be substituted for education.

Commercial Job Title: *Sr. Writer/Editor*

General/Specialized Experience: Minimum of three years experience in editing technical documents and preparing technical documentation, including researching of applicable government and industry documentation standards.

Functional Responsibility: Assists in collecting and organizing information required for preparation of user manuals, training manuals, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user manuals, special reports, or any other customer deliverables and documents.

Minimum Education: Bachelor's degree in English, Literature, or other related discipline. Experience may be substituted for education.

Commercial Job Title: *Systems Analyst/Business Analyst*

General/Specialized Experience: Minimum of six years of general computing experience, four years of which must be specialized in analysis and design of business applications and complex systems including three years experience in database management concepts. Knowledge of current storage and retrieval methods, one year of information systems analysis experience designing technical applications and demonstrated ability to formulate specifications for use in solving systems problems.

Functional Responsibility: Analyzes and develops information systems and management processes possessing a wide range of capabilities, including numerous engineering, business, and records management functions. Develops plans for automated information systems from project inception to conclusion. Analyzes user interfaces, workloads, and proposed system modifications. Defines problems and develops requirements and program specifications from which detailed flow charts, programs, and tests can be developed. Coordinates closely with information professionals and programmers to ensure

Authorized Federal Supply Schedule Price List

proper implementation of program design and system specifications. Develops, in conjunction with functional users, system alternative solutions.

Minimum Education: Bachelor's degree in Computer or Information Science, Information Systems, Business Management, or other related discipline. Experience may be substituted for education.

Commercial Job Title: *Writer/Editor*

General/Specialized Experience: Minimum of two years experience in editing technical documents and preparing technical documentation, including researching of applicable government and industry documentation standards.

Functional Responsibility: With direction and supervision, assists in collecting and organizing information required for preparation of user manuals, training manuals, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user manuals, special reports, or any other customer deliverables and documents.

Minimum Education: Bachelor's degree in English, Literature, or other related discipline.

Authorized Federal Supply Schedule Price List

Price List

SIN C D301—IT Facility Operation and Maintenance
SIN C D302—IT Systems Development Services
SIN C D306—IT Systems Analysis Services
SIN C D307—Automated Information System Design and Integration Services
SIN C D308—Programming Services
SIN C D311—IT Data Conversion Services
SIN C D316—Telecommunications Network Management Services
SIN C D317—Automated New Services, Data Services, or Other Information Services
SIN C D399—Other ADP and Telecommunications Services

Gov't Site HOURLY RATES

LABOR CATEGORY	Approved	Forward Pricing		
	12/18/08-12/18/09	12/18/09-12/18/10	12/18/10-12/18/11	12/18/11-12/18/12
Prices shown herein are NET (discount deducted)				
<u>COMMUNICATIONS SPECIALIST</u>	\$57.42	\$59.43	\$61.51	\$63.66
<u>COMPUTER SECURITY SYSTEMS SPECIALIST</u>	\$68.18	\$70.57	\$73.04	\$75.60
<u>DATABASE MANAGEMENT SPECIALIST</u>	\$57.42	\$59.43	\$61.51	\$63.66
<u>ELECTRONIC PUBLISHER</u>	\$49.03	\$50.75	\$52.53	\$54.37
<u>HELPDESK MANAGER</u>	\$58.61	\$60.66	\$62.78	\$64.98
<u>HELPDESK SPECIALIST</u>	\$39.47	\$40.85	\$42.28	\$43.76
<u>INFORMATION ENGINEER</u>	\$86.13	\$89.14	\$92.26	\$95.49
<u>INFORMATION MANAGMENT SPECIALIST</u>	\$32.29	\$33.42	\$34.59	\$35.80
<u>INFORMATION TECHNICIAN</u>	\$23.92	\$24.76	\$25.63	\$26.53
<u>INTERNET SERVICES MANAGER</u>	\$64.59	\$66.85	\$69.19	\$71.61
<u>INTERNET SERVICES SPECIALIST</u>	\$35.88	\$37.14	\$38.44	\$39.79
<u>JUNIOR SYSTEMS ANALYST</u>	\$44.26	\$45.81	\$47.41	\$49.07
<u>NETWORK HARDWARE INSTALLATION SPECIALIST</u>	\$33.49	\$34.66	\$35.87	\$37.13
<u>NETWORK INSTALLATION TECHNICIAN</u>	\$32.29	\$33.42	\$34.59	\$35.80
<u>OPERATIONS MANAGER</u>	\$62.21	\$64.39	\$66.64	\$68.97
<u>PRODUCTION MANAGER</u>	\$35.88	\$37.14	\$38.44	\$39.79
<u>PROGRAM ADMINISTRATION SPECIALIST</u>	\$31.10	\$32.19	\$33.32	\$34.49
<u>PROGRAM APPLICATIONS SPECIALIST</u>	\$57.42	\$59.43	\$61.51	\$63.66
<u>PROGRAM MANAGER</u>	\$135.16	\$139.89	\$144.79	\$149.86
<u>PROJECT CONTROL SPECIALIST</u>	\$53.82	\$55.70	\$57.65	\$59.67
<u>PROJECT MANAGER</u>	\$108.85	\$112.66	\$116.60	\$120.68
<u>QUALITY ASSURANCE MANAGER</u>	\$76.55	\$79.23	\$82.00	\$84.87
<u>SENIOR BUSINESS PROCESS REENGINEERING SPECIALIST</u>	\$94.50	\$97.81	\$101.23	\$104.77
<u>SENIOR INFORMATION ENGINEER</u>	\$108.85	\$112.66	\$116.60	\$120.68
<u>SENIOR LIBRARIAN/INFORMATION SPECIALIST</u>	\$62.21	\$64.39	\$66.64	\$68.97
<u>SENIOR NETWORK INSTALLATION SPECIALIST</u>	\$49.03	\$50.75	\$52.53	\$54.37
<u>SENIOR RECORDS MANAGER</u>	\$74.16	\$76.76	\$79.45	\$82.23
<u>SENIOR SYSTEMS ANALYST</u>	\$81.34	\$84.19	\$87.14	\$90.19
<u>SYSTEMS ADMINISTRATOR</u>	\$47.85	\$49.52	\$51.25	\$53.04
<u>SYSTEMS ANALYST</u>	\$58.61	\$60.66	\$62.78	\$64.98
<u>TECHNICAL ANALYST/INDEXER</u>	\$41.87	\$43.34	\$44.86	\$46.43
<u>TECHNICAL WRITER/EDITOR</u>	\$44.25	\$45.80	\$47.40	\$49.06

Authorized Federal Supply Schedule Price List

IIa Site HOURLY RATES

LABOR CATEGORY	Approved	Forward Pricing		
	12/18/08-12/18/09	12/18/09-12/18/10	12/18/10-12/18/11	12/18/11-12/18/12
Prices shown herein are NET (discount deducted)				
<u>COMMUNICATIONS SPECIALIST</u>	\$72.95	\$75.50	\$78.14	\$80.87
<u>COMPUTER SECURITY SYSTEMS SPECIALIST</u>	\$86.13	\$89.14	\$92.26	\$95.49
<u>DATABASE MANAGEMENT SPECIALIST</u>	\$70.57	\$73.04	\$75.60	\$78.25
<u>ELECTRONIC PUBLISHER</u>	\$56.21	\$58.18	\$60.22	\$62.33
<u>HELPDESK MANAGER</u>	\$81.33	\$84.18	\$87.13	\$90.18
<u>HELPDESK SPECIALIST</u>	\$51.42	\$53.22	\$55.08	\$57.01
<u>INFORMATION ENGINEER</u>	\$108.85	\$112.66	\$116.60	\$120.68
<u>INFORMATION MANAGMENT SPECIALIST</u>	\$46.65	\$48.28	\$49.97	\$51.72
<u>INFORMATION TECHNICIAN</u>	\$28.71	\$29.71	\$30.75	\$31.83
<u>INTERNET SERVICES MANAGER</u>	\$80.14	\$82.94	\$85.84	\$88.84
<u>INTERNET SERVICES SPECIALIST</u>	\$41.87	\$43.34	\$44.86	\$46.43
<u>JUNIOR SYSTEMS ANALYST</u>	\$57.42	\$59.43	\$61.51	\$63.66
<u>NETWORK HARDWARE INSTALLATION SPECIALIST</u>	\$45.47	\$47.06	\$48.71	\$50.41
<u>NETWORK INSTALLATION TECHNICIAN</u>	\$46.65	\$48.28	\$49.97	\$51.72
<u>OPERATIONS MANAGER</u>	\$76.55	\$79.23	\$82.00	\$84.87
<u>PRODUCTION MANAGER</u>	\$45.45	\$47.04	\$48.69	\$50.39
<u>PROGRAM ADMINISTRATION SPECIALIST</u>	\$43.06	\$44.57	\$46.13	\$47.74
<u>PROGRAM APPLICATIONS SPECIALIST</u>	\$69.39	\$71.82	\$74.33	\$76.93
<u>PROGRAM MANAGER</u>	\$179.41	\$185.69	\$192.19	\$198.92
<u>PROJECT CONTROL SPECIALIST</u>	\$69.39	\$71.82	\$74.33	\$76.93
<u>PROJECT MANAGER</u>	\$135.16	\$139.89	\$144.79	\$149.86
<u>QUALITY ASSURANCE MANAGER</u>	\$93.29	\$96.56	\$99.94	\$103.44
<u>SENIOR BUSINESS PROCESS REENGINEERING SPECIALIST</u>	\$129.18	\$133.70	\$138.38	\$143.22
<u>SENIOR INFORMATION ENGINEER</u>	\$135.16	\$139.89	\$144.79	\$149.86
<u>SENIOR LIBRARIAN/INFORMATION SPECIALIST</u>	\$55.02	\$56.95	\$58.94	\$61.00
<u>SENIOR NETWORK INSTALLATION SPECIALIST</u>	\$60.99	\$63.12	\$65.33	\$67.62
<u>SENIOR RECORDS MANAGER</u>	\$86.13	\$89.14	\$92.26	\$95.49
<u>SENIOR SYSTEMS ANALYST</u>	\$102.87	\$106.47	\$110.20	\$114.06
<u>SYSTEMS ADMINISTRATOR</u>	\$62.21	\$64.39	\$66.64	\$68.97
<u>SYSTEMS ANALYST</u>	\$74.16	\$76.76	\$79.45	\$82.23
<u>TECHNICAL ANALYST/INDEXER</u>	\$50.23	\$51.99	\$53.81	\$55.69
<u>TECHNICAL WRITER/EDITOR</u>	\$57.42	\$59.43	\$61.51	\$63.66

Commercial Job Titles for SINs C D301, C D302, C D306, C D307, C D308, C D311, C D316, C D317, and C D399

Commercial Job Title: *Communications Specialist*

General/Specialized Experience: Minimum of six years experience, four years of which must include communications software, communications hardware, or network specialty. General experience includes all aspects of communication networks. Communications hardware specialized experience includes installing, testing, and operating network and computer (host) communications equipment (e.g., switches, modems, controllers, terminals, and multiplexers); using and implementing communications

Authorized Federal Supply Schedule Price List

hardware and electrical standards- using communications hardware test and monitoring equipment- and analyzing the results. Communications software specialized experience includes developing, testing, installing, and operating network and computer (host) communications software (e.g. access method and protocol software, application interfaces, transaction processors, and emulators); and using and implementing communications standards. Network specialized experience includes designing, testing, installing, implementing, and maintaining computer networks; using and implementing network standards, particularly those of the International Organization for Standardization (ISO), operating computer networks identification and solution of problems; restart/recovery additions, deletions, and modifications of terminals, hosts (e.g., optimization of network cost and performance)- and implementing accounting and charge back systems. Must demonstrate the ability to work independently or under general direction.

Functional Responsibility: Analyzes network characteristics (e.g., traffic, connect times, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. Plans installations, transitions, and cutovers of network components and capabilities. Coordinates requirements with users and suppliers.

Minimum Education: Bachelor's degree in a communications field.

Commercial Job Title: *Computer Security Systems Specialist*

General/Specialized Experience: Minimum of eight years experience, six years of which must be specialized in defining computer security requirements for high level applications, evaluation of approved security product capabilities, and developing solutions to problems.

Functional Responsibility: Analyzes and defines security requirements for Multilevel Security (MLS) issues. Designs, develops, engineers, and implements solutions to MLS requirements. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses including risk assessments.

Minimum Education: Bachelor's degree in electrical engineering, computer science, information science or systems, physics, math, or other related discipline.

Commercial Job Title: *Database Management Specialist*

General/Specialized Experience: Minimum of six years experience, four years of which must include demonstrated experience using current DBMS technologies, application design utilizing various DBMS, and experience with DBMS internals.

Functional Responsibility: Manages the development of database projects. Provides highly technical expertise in the use of DBMS. Evaluates and recommends available DBMS products to support validated user requirements. Defines the organization, indexing methods, and security procedures for specific user applications.

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

Commercial Job Title: *Electronic Publisher*

Authorized Federal Supply Schedule Price List

General/Specialized Experience: Minimum of two years experience in writing, editing and layout using publishing software applications such as PageMaker, Quark, advanced word processing applications such as Word and WordPerfect, HTML, and PDF software applications as required. Knowledge of English grammar and usage and style and other standards as required. May require foreign language skills. May require experience on a specific operating system, such as Macintosh or Windows 98. May require subject or foreign language expertise.

Functional Responsibility: Input, proofread, edit and design layout of technical documents, reports, newsletters, presentations, brochures and Web pages and other technical and promotional materials.

Minimum Education: Associates degree in office management or a bachelor's degree in technical communications, English, journalism or related field. May require course work or degree in subject discipline.

Commercial Job Title: Helpdesk Manager

General/Specialized Experience: Minimum of seven years experience of which five years must be include management of helpdesks in a multi-server environment, comprehensive knowledge of PC operating systems, e.g. DOS, Windows, and networking and supervision of helpdesk employees including development and provisioning of technical and end-user training.

Functional Responsibility: Provides daily supervision and direction to staff who are responsible for phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed or deployed under a contract.

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

Commercial Job Title: Helpdesk Specialist

General/Specialized Experience: Minimum of five years experience, three years of which must include knowledge of PC operating systems, e.g. DOS, Windows, networking, mail standards, and work on a helpdesk. General experience includes information systems development and other work in the client/server field or related fields. Demonstrated ability to communicate orally and in writing and a positive customer service attitude.

Functional Responsibility: Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed or deployed under a contract. Serves as the initial point of contact for troubleshooting hardware/software, PC, and printer problems.

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

Commercial Job Title: Information Engineer

General/Specialized Experience: Minimum of eight years experience, six years of which must be specialized in information and information systems development, functional and data requirements analysis, systems analysis and design, programming, program design and document preparation. Also

Authorized Federal Supply Schedule Price List

requires a demonstrated experience in the combination of the following: implementation of information engineering projects, systems analysis, design and programming, systems planning, business information planning, and business analysis.

Functional Responsibility: Applies business process improvement practices to re-engineer methodologies/ principles and business process modernization projects. Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis, and modern business methods and performance of measurement techniques. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems.

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

Commercial Job Title: *Information Management Specialist*

General/Specialized Experience: Minimum of three years experience working in a library, document center, or information center or in a setting in which the primary responsibility is in collecting, analyzing, and interpreting information to determine solutions to library, records management, or other information-related needs. Requires familiarity with library, records, or document collection center requirements and processes. Capable of designing surveys, records audits, retention schedules, and possesses knowledge of records requirements and regulations. Familiarity with electronic information systems and capable of managing records projects using both electronic and manual systems.

Functional Responsibility: Manages the operations of a library, information center, records or document center, or specific divisions of an information-related program such as cataloging, technical services, user services, systems integration, reference and research, abstracting and indexing, records control and management, or other related areas. Capable of assisting users in locating information in the library or record collection. Provides bibliographic or records training and develops appropriate materials.

Minimum Education: Master's degree from an accredited program in a related area of concentration, or a Bachelor's degree in an information field such as business administration with a concentration in records management, information management, or information systems.

Commercial Job Title: *Information Technician*

General/Specialized Experience: Minimum of two years experience with records management or records management or document control or associated library work to include management of both manual and automated information systems as well as a variety of software packages for database management and project management. Familiarity with library, records, and/or document collection center requirements and processes is also required. Good numerical, organizational, and human relations skills as well as good verbal and communication skills are required.

Functional Responsibility: Responsible for indexing, sorting, and analyzing active and inactive documents. Oversees the filing, retrieving, and scanning of specific documents and collections. Responds to customers seeing information about historical collections using both manual and automatic systems. Provides assistance with the circulation and distribution of documents, publications, and other

Authorized Federal Supply Schedule Price List

materials to other staff, agencies, and organizations. Applies established access controls to information holdings.

Minimum Education: Associate degree in business, computer systems, or other related field preferable. Four years experience working in a records division or library may be substituted for education. Course work in records and/or information fields is desirable.

Commercial Job Title: *Internet Services Manager*

General/Specialized Experience: Minimum of six years experience, of which at least two years must be in Internet-based services including developing client environments, Web-based servers, Websites or Internet-based information services. Must include experience managing people and/or managing multiple projects or tasks.

Functional Responsibility: Serves as the manager of Web-based projects and manages the technical specialists in developing quality, state-of-the-practice systems and services. Assists the project and program managers in the developments and requirements of Internet-based services and under their guidance are responsible for projects in these rapidly changing technological environments.

Minimum Education: Bachelor's degree in computer science, information science or systems, physics, math, or other related discipline or Associates degree with an Internet-related specialization. Two additional years of relevant Internet-based experience can be substituted for a degree.

Commercial Job Title: *Internet Services Specialist*

General/Specialized Experience: Minimum of two years experience, of which at least one year must be in Internet based services including developing client environments, web-based servers, web sites or web-based services. General experience includes telecommunications or network administration, building databases, information system design and development, user help services, or computer based information management.

Functional Responsibility: Designs and develops Internet based services including home pages, web-based databases, forms, and content access systems. Sets up client environments, Internet connections, or servers for clients. Works with http, java, and other Internet tools. Is familiar with COTS packages and can select and implement appropriate tools for the client.

Minimum Education: Bachelor's degree in computer science, information systems, engineering, business or other related discipline or an associate degree with an Internet-related specialization. Two additional years of relevant Internet based experience can be substituted for a degree.

Commercial Job Title: *Junior Systems Analyst*

General/Specialized Experience: This position is for a recent college graduate and requires one year of experience.

Functional Responsibility: Analyzes information requirements. Evaluates analytically and systematically problems of workflow, organization, and planning and assists senior systems analysts develop appropriate corrective action. Assists in development of plans for automated information

Authorized Federal Supply Schedule Price List

systems program specification. Defines problems, develops systems requirements, and program specifications.

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

Commercial Job Title: *Network Hardware Installation Specialist*

General/Specialized Experience: Minimum of six years experience, four of which must include system analysis and evaluation of hardware capabilities and configurations. General experience includes increasing responsibilities with ADP systems, including systems analysis and programming. Must demonstrate the ability to work independently or under general direction.

Functional Responsibility: Reviews computer systems in terms of machine capabilities and man-machine interface. Prepares reports and studies concerning hardware. Prepares functional requirements and specifications for hardware acquisitions. Ensures that problems have been properly identified and solutions will satisfy the user's requirements.

Minimum Education: High school diploma.

Commercial Job Title: *Network Installation Technician*

General/Specialized Experience: Minimum of five years experience, three years of which must include analysis and installation of computer-based systems; analysis, design, and installation of local area networks; fiber optic cable installation; specialized interconnect cable design and fabrication; and analysis and installation of communications systems.

Functional Responsibility: Conducts site surveys; assesses and documents current site network configurations and user requirements. Designs and optimizes network topologies. Analyzes and develops new hardware requirements and prepares specifications for hardware acquisitions. Prepares engineering plans and site installation Technical Design Packages. Develops hardware installation schedules. Prepares drawings documenting configuration changes at each site. Prepares site installation and test reports. Configures computers, communications devices, and peripheral equipment. Installs network hardware, Trains site personnel in proper use of hardware. Builds specialized interconnecting cables. .

Minimum Education: High school diploma.

Commercial Job Title: *Operations Manager*

General/Specialized Experience: Minimum of seven years experience, five years of which must include supervision and operations experience on a large-scale computer system, knowledge of hardware, and software and operating systems. General experience includes operations experience on a large-scale computer system or a multi-server local area network.

Functional Responsibility: Manages computer operations. Ensures production schedules are met. Ensures computer system resources are used effectively. Coordinates the resolution of production-related problems.

Authorized Federal Supply Schedule Price List

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

Commercial Job Title: *Production Manager*

General/Specialized Experience: Minimum of five years experience in bibliographic record creation and/or complex data entry and an additional three years experience in supervision of employees involved in input processing of records.

Functional Responsibility: Manages the production of bibliographic records including the supervision of employee and quality control of all work prior to submission to the client. Recruits and trains employees who catalog, scan, or input data into the database. Coordinates production with the client to ensure milestones and timelines are met, and on cataloging issues.

Minimum Education: Bachelor's degree or minimum ten years appropriate experience managing production projects may be substituted for the degree requirement.

Commercial Job Title: *Program Administration Specialist*

General/Specialized Experience: Minimum of four years experience, two years of which must be specialized in general administration and preparation of technical reports, documents, and publications. At a minimum, also requires one year of specialized experience using commercial automated word processing, graphics systems, and desktop publishing systems.

Functional Responsibility: Coordinates schedules to facilitate completion of proposals, contract deliverables, task order reviews, briefings/presentations, and meeting preparations. Serves as project engineer responsible for technical control and monitoring of project materials, instrumentation, construction, testing, production, and services. Directly supports the program manager by maintaining personnel and other files, prepares correspondence, schedule, and coordinates travel.

Minimum Education: High school diploma.

Commercial Job Title: *Program Applications Specialist*

General/Specialized Experience: Minimum of six years experience, four years of which must be specialized in applications programming on large-scale database management systems, use of computer equipment, and development of complex software to satisfy design objectives.

Functional Responsibility: Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency.

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

Authorized Federal Supply Schedule Price List

Commercial Job Title: Program Manager

General/Specialized Experience: Minimum of 15 years of general experience, 10 years of which must be in project development and management.

Functional Responsibility: Directs the performance of a variety of related projects that may be organized by customer, service, or technology. Responsible for the effective management of program activities. Manages program consisting of multiple projects, including project identification, design, development, and delivery.

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

Commercial Job Title: Project Control Specialist

General/Specialized Experience: Minimum of six years of general experience, three years of which must be in the preparation and analysis of financial statements and development of business applications for complex systems. Develops work breakdown structures, prepares charts, tables, graphs, and diagrams to assist in analyzing problems. Responsible for tracking, analyzing, reporting, and providing data on project operations, finances, contracts, and administrative issues, milestones, and deliverables.

Functional Responsibility: Performs complex evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issue that may require a report and recommend solutions. Serves as project planner, coordinator, and facilitator working directly for a manager.

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

Commercial Job Title: Project Manager

General/Specialized Experience: Minimum of 12 years of general experience, of which 9 years must be specialized experience within program development and management.

Functional Responsibility: Directs the performance of a variety of related projects that may be organized by customer, service, or technology. Responsible for the effective management of program activities. Manages program consisting of multiple projects, including project identification, design, development, and delivery.

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

Commercial Job Title: Quality Assurance Manager

General/Specialized Experience: Minimum of eight years of general experience of which five years must be in configuration management, verification and validation, software testing and integration, or software metrics and their application to software quality assurance.

Authorized Federal Supply Schedule Price List

Functional Responsibility: Establishes and maintains a process for evaluating software and associated documentation. Determines the resources required for quality control. Maintains the level of quality throughout the software life cycle. Conducts formal and informal reviews at predetermined points throughout the development life cycle. Responsible for review of work products, documentation, and resolution of quality issues.

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

Commercial Job Title: *Senior Business Process Reengineering Specialist*

General/Specialized Experience: Minimum of 10 years experience, 7 of which must include facilitation, training, methodology development and evaluation, process reengineering across all phases, identifying best practices, change management, business management techniques, organizational development, activity and data modeling, or information system development methods and practices.

Functional Responsibility: Applies process improvement and reengineering methodologies and principles to information programs and systems and conduct process modernization projects. Responsible for effective transitioning of existing project teams, and facilitation of project teams in the accomplishment of project activities and objectives. Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts.

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

Commercial Job Title: *Senior Information Engineer*

General/Specialized Experience: Minimum of 10 years experience in information and information systems development, functional and data requirements analysis, systems analysis and design, programming, program design and document preparation. Of the 10 years general experience, a minimum of 7 years specialized experience is required in the following: demonstrated experience in managing the implementation of information engineering projects and experience in information systems analysis and design. of which 8 years must be specialized experience including analyses and design of scientific, environmental, engineering, and business applications and databases.

Functional Responsibility: Applies an enterprise-wide set of disciplines for the planning, analysis, design, and construction of information programs and systems on an enterprise-wide basis or across a major sector of the enterprise. Develops analytical and computational techniques and methodologies for problem resolution. Performs enterprise-wide strategic planning, business information planning, business and analysis. Performs process and data modeling, applies reverse engineering and re-engineering to develop migration strategic and planning documents. Provides technical guidance in automated support tools.

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

Commercial Job Title: *Senior Librarian/Information Specialist*

Authorized Federal Supply Schedule Price List

General/Specialized Experience: Minimum of five years administrative or managerial position, which may include program or project management. Additionally, this position may be filled based on five years of experience in a technical position such as reference or technical services with increasing responsibilities related to planning for information services and systems, project implementation, collection management, and staff utilization. General experience includes participation in or responsibility for planning, budgeting, and personnel supervision. May require reading ability of a foreign language or advanced knowledge of special subject tools and resources.

Functional Responsibility: Plans and implements information projects, programs, or library services. In an administrative position, responsible for providing information services, collections, staff and user training and orientations, outreach, marketing and public relations activities to meet the objectives of the organization and users served. Library or information center management includes responsibility for budgeting, strategic planning and personnel. In a research position, designs and implements short-term and long-term research assignments requiring a high level of expertise in information tools, resources, and methods. Responsible for organizing, analyzing and reporting information research results that convey an overview and detailed description as required of the information infrastructure of a topic or discipline. In a technical services position, designs and implements information processing systems that provide access to materials in scope for the organization served. This may require research-of existing information systems and vocabularies or thesauri, and development of new systems that target unique content or materials, and apply new technologies.

Minimum Education: Master's degree from an accredited program in a related area of concentration. May require course work, or undergraduate or advanced degrees in subject disciplines such as business, engineering, music, or computer science.

Commercial Job Title: *Senior Network Hardware Installation Specialist*

General/Specialized Experience: Minimum of nine years experience, six years of which must include supervision of installation technicians; analysis, design, and installation of computer-based systems; analysis, design, and installation of local area networks; and analysis and installation of communications systems.

Functional Responsibility: Organizes and directs hardware installations based on site surveys. Assesses and documents current site network configurations and user requirements. Designs and optimizes network topologies. Analyzes and develops new hardware requirements and prepares specifications for hardware acquisitions. Directs and leads preparation of engineering plans and site installation Technical Design Packages. Develops hardware installation schedules. Mobilizes installation teams. Directs and leads preparation of drawings documenting configuration changes at each site. Prepares site installation and test reports. Coordinates post installation operations and maintenance support.

Minimum Education: Bachelor's degree in computer science, information systems, engineering, business, or other related discipline or certification as a Network Engineer (CNE).

Commercial Job Title: *Senior Records Manager*

General/Specialized Experience: Minimum of five years of experience in collecting, analyzing, and interpreting information from various sources to solve customer needs that require a professional knowledge of information management, support, and processing and in finding solutions to complex

Authorized Federal Supply Schedule Price List

information and records management needs. Capable of working with managers and high level personnel to organize, establish, and operate document and/or records centers, manage unique records collection, and lead project tasks. Experience in planning information systems and electronic management of records and ensuring that requirements and regulations are met in the maintenance of records. Knowledgeable about National Archives and Records Administration (NARA) standard data elements and capable of researching and learning other standards pertinent to required tasks. Capable of maintaining responsibilities for application of appraisal methods for record retention, disposition, and control; development of authority control systems; and managerial and supervisory functions.

Functional Responsibility: Provides oversight of all aspects of the records control system Designs and implements access and retrieval systems and record format and content as required. Oversees record production based on established standards and procedures. Provides training on the records system and develops training materials for records personnel and users. Implements data integrity routines, and oversees data quality control. Develops policy and procedures manuals related to record retention, disposition, and the control system. Provides daily supervision and direction of other records managers and data entry functions and personnel.

Minimum Education: Master's degree in library or information science from an ALA accredited program with course work in records management, or a bachelor's degree in an information field such as business administration with a concentration in records management, information management, or information systems. Certified Records Management (CRM) credentials preferred.

Commercial Job Title: *Sr. Systems Analyst*

General/Specialized Experience: Minimum of five years of general computing experience.

Functional Responsibility: Analyzes and studies complex information system or business process requirements. Designs solutions and manages their implementation. Manages development and support using formal specifications, data flow diagrams, and other accepted design techniques. Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Coordinates with the Project and/or Program Manager to ensure problem solution and user satisfaction. Makes recommendations for approval of major systems installations. Prepares milestone status reports and provides presentations on the system concept to colleagues, subordinates, and end user representatives.

Minimum Education: A Master's degree in Computer or Information Science, Information Systems, Business Management, or other related discipline. Experience may be substituted for education.

Commercial Job Title: *Systems Administrator*

General/Specialized Experience: Minimum of four years experience, three years of which must be specialized in administering UNIX or open systems-compliant systems. General experience includes operations experience on a large-scale computer system or multi-server local area network.

Functional Responsibility: Supervises and manages the daily activities of configuration and operation of business systems which may be mainframe, mini, or client/server based. Optimizes system operation and resource utilization and performs system capacity analysis and planning. Provides assistance to users in assessing and using business systems.

Authorized Federal Supply Schedule Price List

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

Commercial Job Title: *Systems Analyst*

General/Specialized Experience: Minimum of six years of general computing experience, four years of which must be specialized in analysis and design of business applications and complex systems including three years experience in database management concepts. Knowledge of current storage and retrieval methods, one year of information systems analysis experience designing technical applications and demonstrated ability to formulate specifications for use in solving systems problems.

Functional Responsibility: Analyzes and develops information systems processing a wide range of capabilities, including numerous engineering, business, and records management functions. Develops plans for automated information systems and applications to facilitate project completion. Analyzes problems and information to be processed.

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

Commercial Job Title: *Technical Analyst/Indexer*

General/Specialized Experience: Minimum of five years experience in database indexing using a controlled vocabulary. Technical Analysts should demonstrate a strong understanding of database functions, and may require the ability to read and write a foreign language. General experience includes strong writing skills and a working knowledge of computer systems and software.

Functional Responsibility: Responsible for the technical analysis of information and data, and accurately describing the content in controlled vocabulary and other database fields as required by the sponsoring organization. Other responsibilities could include the translation of foreign language information, technical input to the controlled vocabulary, and the training of junior analysts.

Minimum Education: Bachelor's degree in a discipline related to the technical area to be analyzed.

Commercial Job Title: *Technical Writer/Editor*

General/Specialized Experience: Minimum of three years experience, one year of which must include demonstrated experience in editing technical documents and preparing technical documentation, including researching of applicable government and industry documentation standards.

Functional Responsibility: Assists in collecting and organizing information required for preparation of user manuals, training manuals, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user manuals, special reports, or any other customer deliverables and documents.

Minimum Education: Bachelor's degree in English, literature, or other related discipline.